**Buyer**

**Q1 – How to register as a buyer for our auctions?**

**Answer –** First you have to provide all the required details and create a “Buyer Account”. Then you will be asked to make a payment of LKR 250 as a registration fee. Once completed, you are all set to bid on products listed in our web-site.

**Q2 – How to start bidding for an item on auction?**

**Answer –** If you are a registered Buyer with no due payments (Annual Fee), you can bid for products of your choice. You can offer prices for an item before the deadline of the selected item. However, you must maintain a minimum deposit of 20% out of the price quoted for the product before committing the bid.

**Q3 – How will I know if my bid was successful?**

**Answer –** Once a bid was committed, the value of your bid will be blocked from your account. You will be notified if you are the highest bidder for any given product and your name will be displayed next to the product as the highest bidder. When the auction ends, highest bidder has to pay for the items in full value within 24 hours. Otherwise, Seller can decide to go for the 2nd highest bidder.

**Q4 – Can I inspect the products before buying?**

**Answer –** Products in the auction will be available for your inspection in both physically and online modes. You can fix a time and date to physically inspect the products based on given time slots. The seller will indicate the agreement for the date and time for the inspection. You have sole responsibility of inspecting products before bidding and receiving.

**Q5 – What happens if I bid on a wrong item?**

**Answer –** Any committed bid price you made can be cancelled within a 1-hour period.

**Q6 – Delivery time and the additional charges for a purchased product.**

**Answer -** The product delivery service will be arranged by the company itself for the sold items. You will be charged with an additional courier charges for the service based on the distance from the seller’s location.

**Q7 – Can I return an item?**

**Answer -** Any return has to be done within five working days from the dispatch date given a valid reason. (Eg- Physical Damage) Change of mind is not accepted as a cause for return.

**Seller**

**Q1 – How to register as a seller for our auctions?**

**Answer -** First you have to provide all the required details and create a “Seller Account”. Then you will be asked to make a payment of LKR 250 as a registration fee. Once completed, you are all set to list your products for auction.

**Q2 – How to list items for auction?**

**Answer -** If you are a registered Seller with no due payments (Annual Fee), you can list products for auction. You have to categorize the product under the correct fields and provide a description about it including pictures. Additionally, you have to specially mention the minimum expected price for a particular product.

**Q3 – How do I confirm a product will be sold once an auction ended?**

**Answer -** When the auction ends, highest bidder has to pay for the items in full value within 24 hours. Otherwise, you can decide to go for the 2nd highest bidder. Buyers can be contacted through the messaging options provided in the system.

**Q4 – How will I be charged for the products I sell?**

**Answer -** For each sold item, the company will charge 2% of commission from the product price you listed. All the financial transactions are to be performed through the system.

**Q5 – Delivery of products to the Buyers**

**Answer -** The product delivery service will be arranged by the company itself for the sold items.

***\*\*\*\*\*\*\*\* Underlined karapu parts puluwannm hyperlink add krnn SIGN UP ekata\*\*\*\*\*\*\*\****