

1. What is Auction KB?

Auction KB is an online platform where you can participate in auctions to bid on a variety of steel products, including Cold Rolled (CR), Hot Rolled (PO/HR), and Galvanized (GI/GA) steel.

2. How does Auction KB work?

Auction KB operates through a bidding system. You can place bids on the steel products you're interested in, and the highest bidder wins the item at the end of the auction.

3. Are the steel products imported?

Yes, all the steel products offered on Auction KB are 100% imported from South Korea by KB Corporation.

4. Can I only bid on steel products from South Korea?

Yes, our platform exclusively offers steel products imported from South Korea.

5. Do you offer other types of products besides steel?

Currently, we focus solely on providing steel products for bidding.

6. How do I create an account on Auction KB?

You can create an account by clicking on the "Sign Up" button on our website's homepage and following the registration process.

7. What payment methods are accepted?

We accept various payment methods, including credit cards and other online payment options. Accepted methods are displayed during the checkout process.

8. Can I return a steel product if it's not what I expected?

Our Returns Policy outlines the conditions under which returns are accepted. If you believe a product is defective or incorrect, please refer to our Returns Policy for more information.

9. Are there any fees associated with placing bids?

Placing bids is free of charge. You'll only be charged if you win an auction and decide to purchase the item.

10. How long do the auctions last?

The duration of auctions can vary. The countdown timer displayed on each auction will show you the remaining time.

11. Is there a way to extend an auction's duration?

Auction durations are set and cannot be extended. The highest bidder at the end of the timer wins the item.

12. Can I cancel a bid once it's placed?

Unfortunately, bids cannot be canceled once they're placed, so make sure to review your bid carefully before confirming.

13. Do you ship products outside of Bangladesh?

Currently, we only conduct business within Bangladesh and do not offer international shipping.

14. How do I know if I've won an auction?

If you have the highest bid when an auction ends, you'll receive a notification confirming your win.

15. How do I track my orders?

After purchasing a product, you'll receive tracking information via email to monitor the status of your order.

16. What happens if I don't pay for a product I've won?

Failure to pay for a won item may result in account suspension or other actions in accordance with our terms and conditions.

17. Can I contact customer support for assistance?

Yes, our customer support team is available to assist you with any questions or concerns. You can reach them at kbsteelbd@gmail.com or +8801322674654.

18. Do you offer any guarantees on the quality of the steel products?

While we strive to provide accurate product descriptions, we recommend referring to our Terms and Conditions for information on product warranties and guarantees.

19. Can I participate in auctions without creating an account?

To participate in auctions, you'll need to create an account and log in to place bids.

20. How often do you update your product inventory?

Our inventory is updated regularly with new steel products for bidding. Keep an eye on our website for the latest offerings.

21. Is my personal information safe on Auction KB?

Yes, we take your privacy seriously. Your personal information is protected according to our Privacy Policy, which outlines our data protection practices.

22. Can I change or update my bid after it's placed?

Once a bid is placed, it cannot be changed or updated. Make sure to bid the amount you're comfortable with.

23. Are there any hidden fees in addition to the bid amount?

There are no hidden fees associated with bidding. The bid amount is the price you'll pay if you win the auction.

24. What happens if I'm outbid during an auction?

If you're outbid, you'll receive a notification, and you can choose whether to place a higher bid to stay in the competition.

25. How do I know the condition of the steel products?

Product conditions are typically described in the product details. If you have specific questions, you can contact our customer support for more information.

26. Can I bid on multiple items simultaneously?

Yes, you can bid on multiple items at the same time, as long as you have the available bidding power.

27. What is "bidding power"?

Bidding power refers to the amount you're able to bid across different products. It's determined by factors such as your account history and available funds.

28. Can I withdraw from an ongoing auction?

Once you place a bid, you're committed to the auction. Withdrawing is not possible.

29. Do you offer bulk purchasing options?

For inquiries about bulk purchasing, please contact our customer support. They can provide information on potential options.

30. Are there limits to how many auctions I can participate in?

There might be certain limits in place to ensure fairness, but generally, you can participate in multiple auctions simultaneously.

Remember, if you have more specific questions or concerns, don't hesitate to contact our customer support team for personalized assistance.