

User manual

Welcome

Welcome to BestBid.com, an online auction system.

Whether you are a serious collector or casual treasure hunter, bestbid.com is the place to find that special item you have been looking for. Bestbid.com offers a wide array of antiques and collectibles as well as new and nearly new items. From unique one-of-a-kind items to estate pieces, the depth of resources is enormous.

Here is how to get started:

If you are already a registered user of bestbid.com, you can go straight to the auction listings.

If you are new to bestbid.com, use the signup to register and receive your personalized I.D. and Password.

Are There Fees?

Joining bestbid.com is FREE to all Bidders and Sellers. You are responsible for paying all applicable taxes and for all hardware, software, service and other costs you incur to bid, buy, procure a listing from us or access our servers. We may add, delete or change some or all of our services at any time.

Why Is It Safe?

Buyers do not need to worry about encountering fraudulent sellers.

As the bestbid.com, administration works actively behind-the-scenes to minimize and prevent fraud in order to protect and maintain a level playing field for both buyers and sellers.

Sign up to register

Sign Up to participate as a Buyer on bestbid.com by completing these two steps.

Step 1: Fill out the sign up form.

Step 2: A confirmation message will be displayed after complete sign up.

Can I become a seller on bestbid.com?

Anyone can sell on this site with these steps

Step 1: add product

Step 2: start auction-adding price, date and time.

My account

How do I update/change my bestbid.com address or password?

Follow these steps to update your bestbid.com account information:

Log into your bestbid.com account.

From home page click on Myprofile.

Depending on what information you want to update, click on "Change personal Information" or "Change Password". The system will prompt you for your new Password.

I can't remember my password.

To reset your password, please follow the steps below:

1. Go to the bestbid.com home page
2. Click on the "Login" link at the top of the page
3. Click "Forgot Password?"
4. Enter your *Email* for your *bestbid.com* account, then click "Send Email."

If the *email* provided is registered to on *bestbid.com*, a link to reset your password will be sent to the email address of your account.

Once you have received the email containing your reset link, please follow the steps below:

1. Click the secured password reset link contained in the email received.
2. It will direct you back to bestbid.com and display a Password prompt.
3. Please enter and re-enter your new password and click "Continue ->"
4. You will then be signed in the following message will appear to confirm the change.

If you have attempted these steps and are still unable to access your account, see below:

Your Email may be incorrect:

Please make sure you are entering your Email correctly.

Auctions

I tried bidding on an item in the last seconds of an auction but the system closed the auction early.

To view an auction in real time you must continuously click the refresh button to keep up with the auction clock. Although you start to enter a bid at 2:15:15 pm and the auction ends at 2:15:20 pm, the clock is still running as you type, and your bid may not be accepted and processed before the auction closes.

Why did the auction I was bidding on end early?

Sometimes something goes wrong and a listing cannot be completed as planned. Reasons for ending listings early include:

The item is no longer available for sale

There was an error in the starting price or reserve amount

There was a significant error and/or discrepancy in the listing description

The item was lost or broken

The item was prohibited

If the auction you were bidding on ended early, your bid will be canceled

Why won't the system accept my bid?

Your bidding may be less or not suitable, check minimum bid before bidding on the item. You can also outbid.

Bid

Find an Auction Item To Bid On

Browse the various auction categories to find an item to bid on. When you find something that you want, look for the bid box on that item's auction page to place a bid.

Place Your Bid

Once you have found an item you wish to bid on, from the item detail screen enter the following information to place your bid.

Your bid: The amount you are willing to pay for the item.

After placing your bid, you will receive one of the following confirmation messages on the results screen.

Outbid confirmation: Another bidder might have previously placed an equal or higher bid and you were automatically outbid (in the case of a tie bid, precedence is given to the earlier bid). If this happens and you want to bid again, return to the auction page and enter a higher amount.

Starting Price

When posting an auction, a seller sets a starting price. This amount is usually low, allowing the seller to attract bidders who then drive up the price naturally, by placing bids.

General Help and Support

How do I contact a seller?

To contact a seller, use the Contact seller link, where you can send email to the customer directly. You must be signed into your bestbid.com account to access the contact links.

How do I contact a winner?

To contact a winner, use the Contact winner link, where you can send email to the customer directly. You must be signed into your bestbid.com account to access the contact links.

Contact Us

Contact us at **info@bestbid.com**

Customer Service Hours: 8am-4pm, Monday-Friday