



Online Auction Terms and Conditions

These Terms and Conditions apply to the online auction hosted by Home-Start Stroud and Gloucester in collaboration with Allsorts (“we”, “us”, “our”). By participating in the auction, you (“Bidder”) agree to the following terms.

1. Eligibility

- 1.1 Bidders must be at least 18 years old to participate in the auction.
- 1.2 The auction is open to residents of the UK only. Items will not be shipped outside the UK unless otherwise specified.
- 1.3 Contracted members of staff of Home-Start Stroud and Gloucester or Allsorts are not eligible to participate in the auction.

2. Auction Period

- 2.1 The auction will begin on 21st Oct 2024 at 9am and end on 28th Oct at 9pm (“Auction Period”).

3. Bidding Process

- 3.1 Bids must be placed via the auction software, Jumblebee.
- 3.2 Each bid is considered binding. By placing a bid, you commit to purchasing the item if you are the highest bidder at the end of the auction.
- 3.3 Bidders will be notified via email if they win an item.

4. Payment Terms

- 4.1 Winning bidders must complete payment within 72 hours of receiving the winning notification.
- 4.2 Payments are made via the auction software, Jumblebee.
- 4.3 If payment is not received within the specified timeframe, the auction organizers reserve the right to offer the item to the next highest bidder or relist the item.

5. Item Description and Condition

- 5.1 All items are described as accurately as possible based on the information provided by donors.
- 5.2 Items are sold “as is” and are non-refundable.
- 5.3 No warranties or guarantees are provided for auction items unless explicitly stated.

6. Shipping and Collection

- 6.1 Shipping costs are the responsibility of the winning bidder unless otherwise specified in the item description.
- 6.2 Items will be shipped within 7 business days of receiving payment.
- 6.3 Local collection may be available for certain items. Bidders will be notified if this option applies.

7. Returns and Refunds

- 7.1 All sales are final. No returns, refunds, or exchanges will be accepted.
- 7.2 If an item arrives damaged, the winning bidder must notify us within 48 hours of receipt, and we will work with you to resolve the issue on a case-by-case basis.

8. Liability

8.1 Home-Start Stroud and Gloucester and Allsorts are not liable for any delays in delivery, lost or damaged items during transit, or any issues related to third-party sellers.

8.2 We are not responsible for any misrepresentation of items made by third-party donors.

9. Dispute Resolution

9.1 In the event of any disputes arising from the auction, parties agree to first attempt to resolve the matter amicably.

10. Data Protection and Privacy

10.1 By participating in the auction, you agree that we may collect, store, and use your personal data in accordance with our Privacy Policy and applicable data protection laws (e.g., GDPR).

10.2 We will not share your personal data with third parties unless required to complete the auction transaction (e.g., for shipping).

11. Auction Changes and Cancellation

11.1 We reserve the right to modify these T&Cs or cancel the auction at any time without prior notice.

11.2 In the event of errors or fraudulent activity, we reserve the right to void any bids or auction results.

12. Contact Information

12.1 For any questions or concerns regarding the auction, please contact us at rachael.fletcher@allsortsglos.org.uk

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