



TWILIGHT FETE 2024 SILENT AUCTION FAQs



Pick-up/Receiving Items

Q: How do I receive my items?

A: All items will be available for payment and collection from the ESC office in the week following the fete. Pick-up times are:

Tues 12 Nov: 3pm - 4pm

Thu 14 Nov: 3pm - 4pm

Wed 13 Nov: 3pm - 4pm

Fri 15 Nov: 3pm - 4pm

Online Auction

Q: When does the auction start/end?

A: The auction opened on Sunday 27 October at 6pm and closes on Sunday 10 November at 8pm.

Q: How do I find the auction?

A: Visit our auction site: www.32auctions.com/nmpsfete2024

Q: Who do I contact if I have a question?

A: Please contact us at community@nmps.fun and we will respond within 24 hours.

Accounts

Q: Do I need an account to view the auction?

A: Anyone can view our auction at www.32auctions.com/nmpsfete2024 however an account is needed in order to bid.

Q: How do I make an account?

A: You will need to create an account with 32auctions in order to bid on the auction. Visit the "Create An Account page" on 32auctions' website and follow the instructions to create your account. Creating an account will allow us to identify and communicate with bidders during and after the auction.

Once you create an account, you should receive a confirmation email from 32auctions (noreply@32auctions.com). If you do not receive an email, please check your spam or junk email folder. We recommend adding noreply@32auctions.com to your address book or "safe senders" list to ensure you receive future notification emails. If you are having trouble, we recommend contacting 32auctions directly.

Bidding

Q: Will I be notified when someone outbids me?

A: All participants should receive an email when they are outbid. You should also receive a confirmation email when you submit a bid which lets you know if you are the leading bidder. If you are not receiving notifications, please check your spam or junk email folder.

Q: How do I know if I am the winning bidder?

A: All winning bidders should receive a notification email from 32auction after the auction closes. If you are not receiving notifications, please check your spam or junk email folder. You can also log in to your account and click "My Items Won."

Q: What is extended bidding?

A: Extended bidding prevents sniping or the practice of placing bids at the last minute without allowing a chance for other bidders to outbid the sniper. The Extended Bidding option automatically extends the end time of an item by 3 minutes when it receives a bid during the final 3 minutes. This process repeats until no new bids are received during the final 3 minutes of the item bidding window or the auction has been extended for a maximum of 30 minutes beyond the original end time. When an auction is extended, you will see Extended Bidding messages displayed throughout the auction, with a link that allows you to easily view all of the extended items.

Q: What is a proxy bid?

A: A proxy bid is when you place a bid for the maximum amount you are willing to spend, then let the system bid for you up to that amount. You can also place bids manually (i.e. place one bid at a time). Explanations are available for the bid types by clicking the "help" icon next to each item on any auction page.

Q: What happens when there are 2 bids that are the same on an item?

A: Anytime the system receives 2 bids that are the same, the first bid entered in the system wins.

Payments

Q: How do I pay for my items?

A: You will have a choice to pay online via 32auctions.com when you receive an invoice, or you can pay in-person payment when you come to collect the item from the school the week following the fete (Tue/Wed/Thu/Fri see times above)

Q: What payment options are available?

A: Winning bidders can pay online or at the school (ESC office) with via cheque or ATM credit card or debit card.

Q: Are refunds available?

A: All sales are final. There will be no exchange or refund. All values are approximate, and all items are sold "as is" and must be used before the expiry date unless otherwise stated.

Thank you for participating in our **2024 Twilight Fete Silent Auction**