

## Timed Sale FAQ

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### WHAT IS GOFFS ONLINE – TIMED SALE?

Goffs Online is a bidding platform that allows users to bid through the internet on Goffs' sales.

Goffs Online – Timed Sale is where a sale is held online only – there is no physical horses and no auctioneer. The Goffs Online platform holds the catalogue for timed online sales along with all videos, images, pedigree updates, alterations etc. The auction operates like eBay – with each lot having a set window in which people can bid.

### HOW DOES TIMED BIDDING WORK?

Bidding on a timed sale is conducted in much the same manner as bidding on a live auction. You can only bid on the horse when the lot's auction is open – you can not place any bids in advance.

The website will open the lot at a set opening price and all users who have successfully registered to bid through Goffs can then bid on the horse until the auction closes.

If you place a bid and are subsequently outbid, you will be notified by Goffs Online and be invited to bid again. Any bids that are taken inside the final five minutes of the lot's closing time will extend the lot's closing time by five minutes – ensuring everyone has plenty of time to place their final bids.

### HOW TO ACCESS THE ONLINE BIDDING SERVICE

If you wish to bid live online with Goffs, you must have a Goffs website account (see below for instructions on how to make an account). If you already have a website account, you still need to register to bid (see page 2 for instructions on how to register).

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### CREATING AN ACCOUNT

Online accounts are free and take approximately three minutes to create. You **must have an email address** to create an online account.



#### STEP ONE

Visit [www.goffs.com](http://www.goffs.com) or [www.goffsuk.com](http://www.goffsuk.com) and click **REGISTER** at the top right of the page.

You can also visit [www.goffsonline.com](http://www.goffsonline.com) and click **LOGIN / REGISTER TO BID** in the yellow box.



#### STEP TWO

Fill in the details and click **'CREATE ACCOUNT'**.



#### STEP THREE

You will be sent a verification email to your chosen address which you must open and click on the link to activate your account (*if this email is not in your Inbox, please check your Junk Mail*).



#### STEP FOUR

Once verified you will be able to register for online bidding.

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## REGISTER FOR ONLINE BIDDING

To bid online, you must first register to bid with Goffs. **You will be required to register prior to every sale.**



### STEP ONE

Visit [www.goffsonline.com](http://www.goffsonline.com), click **LOGIN / REGISTER TO BID** and log in. If you do not have an account, please see the instructions above to create one.



### STEP TWO

You must **accept the Conditions of Sale, give an estimate of your proposed spend and provide your Goffs or Goffs UK account number** before submitting your registration to Goffs.



### STEP THREE

When your registration to bid is submitted, your account will show as pending while Goffs processes your registration to bid.



### STEP FOUR

Once Goffs have processed your registration, your account will inform you of the decision and **you will be emailed with a PIN number and any bidding limits**. You will need your PIN number to be able to enter the bidding platform when the sale goes live.

If you do not have a Goffs or Goffs UK account, or do not have access to any financial correspondence from Goffs which lists your account number, please contact **Rae Lawless at Goffs** (for sales in Ireland) or **Derek Forrest at Goffs UK** (for sales in Doncaster).

## I HAVE BEEN SET A BIDDING LIMIT

You may be approved to bid online by Goffs subject to a bidding limit. This means that you cannot bid above that amount and it will take into account all your purchases and current bids. If you wish to discuss any bidding limit, please contact **Rae Lawless at Goffs** (for sales in Ireland) or **Derek Forrest at Goffs UK** (for sales in Doncaster).

Please note that bidding limits are subject to buyer commission, VAT and other charges associated with post sale procedures such as blood sampling etc., as outlined in the Conditions of Sale.

## HOW TO BID

1. You must be logged in to [www.goffsonline.com](http://www.goffsonline.com) and have been approved to bid by Goffs on the sale.
2. Check the opening time of the sale. The timed online bidding service will open for a set period for each lot.
3. To place a bid, click the 'click here to bid button', select your desired bid from the drop down of options and click 'select bid'.
4. Goffs Online will confirm your proposed bid amount and ask for your **4-digit PIN number** that was texted and/or emailed to you when your registration to bid was approved by Goffs. You will need to enter this PIN to successfully place all bids with the Goffs Online timed system.
5. You will be notified if you have been outbid by email and/or text. Please note that Goffs cannot guarantee service coverage for auction correspondence – these are for convenience only and we advise that all buyers are aware of the closing time of their desired lots.

6. At the fall of the hammer, you will be notified if you have been successful in your purchase or if it has been sold to another bidder. If you have been successful, an Acknowledgement of Purchase form will be sent to you to complete. You will have 10 minutes to complete this form and list a buyer name for the results.
7. At the conclusion of the sale, the bidding service will close.

## CAN I RETRACT A BID?

No, once you have placed a bid and it has been accepted by the Goffs Online, your bid stands.

## I HAVE PURCHASED A HORSE – WHAT HAPPENS NOW?

If you are successful in purchasing a lot, an Acknowledgement of Purchase form will open in a new tab. You will have 10 minutes to complete this form which requires a purchaser name for the results.

If you do not complete this form in the allotted time, your account name will be published in the sale results.

## WHAT SECURITY IS IN PLACE FOR ONLINE BIDDING?

For every auction, your 'approval to bid' notification from Goffs will include a unique 4-digit PIN number. As well as having to login online to bid, you will be required to enter that 4-digit PIN number prior to submitting all bids.

If there is no activity on your account for 30 minutes, Goffs Online will automatically log you out.