

AUCTION ROOM UPDATE – 19th July 2020

Firstly we would like to thank you all for your patience and understanding during these unprecedented times and hope that you are managing to keep safe.

In light of the updated government guidelines, we have changed our working procedures to allow for social distancing

Viewing – appointment only

In order to allow for social distancing and create a safe environment for our clients and staff, we have extended viewing during the week prior to the auction and this will be by appointment only. So if you would like to view the auction then you will need to contact us first. Don't forget, each lot is illustrated online and you can always ask for a condition report if you would rather not view in person. These images are only a guide and do not show the full condition, so asking us before you bid is very important. We are always pleased to offer our honest opinion and provide additional images or details about a lot to help you to form your own opinion.

How to bid

We would encourage you to bid with confidence in the following ways:

1. Leave a written (commission) bid with us via our website at <https://www.manderauctions.co.uk>
2. Bid in real time live online via www.the-saleroom.com
3. Bid by telephone on lots with a minimum guide price of £100. This is subject to limited availability and note that we will not have our full quota of staff, so we appreciate your understanding

Payment

At the moment we will only be accepting payment remotely, in order to minimise contact. Online bidders can use the card they have registered with the-saleroom.com. Until further notice we will not be accepting cash payments. Payments must be made at latest by 5pm on the Monday following the sale as usual.

Collection

We are happy to store purchased lots here without charge throughout the week following the auction, to enable social distancing. We suggest that, like viewing, you let us know when you plan to collect so we can get your lots ready for you, especially if you have a number of items. We can put these by the door or next to your vehicle, so you will need to bring additional help to load large or heavy items, so we can all maintain a safe social distance.

Delivery

We will be continuing with local deliveries after the auction as usual. We will be able to drop items at your house, either by the gate, garden or door. We will not be able to deliver into the property as we usually would, in order to keep our staff and clients a safe distance from each other. So if you have any larger or heavy items it is important to bear this in mind.

We will of course be monitoring government advice along the way and will try and help and improve our system of working as best we can, whilst trying to keep safe. We very much look forward to seeing you all soon!

James Mander