

# Consignor Information Pack

## Frequently Asked Questions

*Helping you move your stock NOW!*

**AUCTIONS**RUS



*Where retail prices get hammered!*

## VISION

To be Australia's leading Auction House in the Home Renovator and Homemaker market.

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## MISSION

To provide every Home Renovator and Homemaker in Australia with the opportunity to buy great quality products at the lowest possible prices in an environment that is easy and fun for our customers, franchisees and their staff.

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## VALUES

*Fun & Easy* for everyone involved.  
*Value & Quality* in our people and products.  
*Outstanding* in everything we do.

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**AUCTIONS<sup>R</sup>US**



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## *Frequently Asked Questions*

### **Who is AuctionsRus and what do we do?**

AuctionsRus provides every home renovator and homemaker in Australia with an exciting new way to buy great quality products at the lowest possible prices in an environment that is easy, convenient and fun for our customers, franchisee's and their staff.

AuctionsRus offers consumers from all walks of life, from savvy individuals, budget-wise families and commercial operators, the ability to slash renovation costs and buy contemporary, quality products at less than retail prices. In today's society, everyone wants to save money and loves to think they're getting a bargain and a good deal.

Traditional auction houses hold auctions during the week, at times during the day, which most working people can't attend. We hold auctions on the weekend, at a time and place which suit most Australian's, this means that people don't miss out on any potential bargains that are available through auction shopping. Through local area marketing and advertising campaigns, we are educating the public, raising their awareness of auction-style shopping, which has been previously unavailable to them.

It is our passion to help Australians invest in their future, while keeping more money in their pockets. Being able to offer new, quality homemaker and home renovator products at prices much less than their retail counter parts, means we are fulfilling that passion everyday.



### **How often do we auction?**

We auction off goods every Sunday from 10am. We are also open to the public during the week and sell your goods at great prices everyday, not just on Sunday. Obviously customers can wait until Sunday to try to buy it cheaper, but if they really want it they can buy it anytime.

### **What sort of stock do we sell?**

We specialise in the Home Renovator and Homemaker market. Our stock covers 5 main areas: Building, Kitchen, Bathroom, Electrical and Furniture. All of our stock is new and of the highest quality. We will not sell anything less than the best or any product that we ourselves wouldn't buy.

### **How quickly will I get paid?**

You will get paid for any stock that has sold, 7 days after the last auction. Whether your stock sells during the week or at auction, you will receive a cheque for your goods, 7 days after the last auction held.

### **How long can my goods stay in-store?**

Your goods can stay in-store for 3 auctions. If your goods are priced correctly, it should sell within the first 3 auctions that we have your stock in-store. Of course you may like to negotiate longer terms, or consider dropping your prices to move your stock, rather than paying to have it transported back to your store.

### **Who pays for transporting stock and who should set it up?**

You pay for transporting your stock. You will need to organise delivery of your goods in-store and also set-up any displays. It is a well known fact that if goods are displayed correctly, then they are more likely to sell quickly. Presentation is the key.



### **Who values the stock for sale?**

We value your stock. Of course we will work with you to find a happy medium on what your maximum price will be achieved at auction. We will be honest and inform you what we feel our customers will pay for your item. We know from past experiences that stock that is over-priced or not priced correctly, then the stock will not sell.

### **How quickly will my item sell?**

If your goods are priced right and displayed right, they will sell straight away. We only have issues when stock is overpriced, poorly displayed and of poor quality in comparison to other goods in store. It is important that you display your stock correctly to get the best exposure for your goods. We can assist you with this of course, but we have found that because it is your product, you often know how best to display and position your goods effectively.

### **How does AuctionsRus make money?**

AuctionsRus makes money from the agreed commission rate from selling your goods and a buyers premium that is on charged to our customers.

### **Who pays insurance to cover my goods after they are delivered to AuctionsRus?**

All stock must be insured by the consignor. As the stock is not technically ours and sold on a consignment basis, we cannot insure your goods. It is your responsibility to ensure all of your stock is adequately covered at all times.

### **How is the commission structure set up and how much will it be?**

At the time that you agree to supply AuctionsRus with your goods, we will discuss and mutually agree on a set commission rate. The commission rate is dependant upon the amount, quality and type of stock that you can provide to us.



### **What are the GST implications?**

All goods sold at AuctionsRus are inclusive of GST. You will need to ensure you take this into consideration when selling with AuctionsRus.

### **Do I contribute to advertising costs?**

No, we handle all marketing and advertising for our auctions. The only time you would need to contribute to advertising or marketing, is if you want to have an on-site auction, whereby we handle all of your advertising and marketing costs.

### **What if my goods don't sell?**

We have a 3 auction policy at AuctionsRus. If your goods don't sell within 3 auctions, then we need to look at our options. Our main 3 options are:

1. You move your display and try to change your product presentation
2. You reduce your selling/reserve price
3. You take your goods back into stock at your own cost

As we have previously mentioned however, if your goods are of high quality, presented well and priced right, then they should sell immediately.

### **Do I need to provide guarantees or warranties with my goods?**

No. If you don't wish to provide a guarantee or warranty with your products, that is more that acceptable by AuctionsRus. All goods are sold on a "where is, as is" basis. As long as you are not aware of any major faults with your goods which could affect their usefulness, usage or longevity, no warranty or guarantee is required. However, if you decide to provide a warranty or guarantee with your goods, you must meet all of your obligations of the warranty or guarantee that you provide. AuctionsRus do not provide any warranty or guarantee on any stock that is sold on a consignors behalf.



## What is your refund policy?

AuctionsRus have a “no refund” policy. Unless that goods are found to be faulty by our customer on receiving the goods.

*I.E. If a customer buys a TV and gets it home to find that it doesn't turn on, then they are entitled to bring the goods back and exchange it for another TV. The faulty goods would then be returned to you at your cost.*

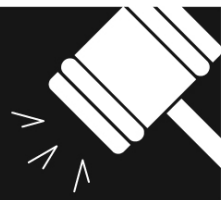
AuctionsRus may sell great value stock at better than retail prices, but our stock is always of the highest quality. Selling faulty or unknowingly damaged goods is not something we are interested in.

## *Are you convinced yet?*

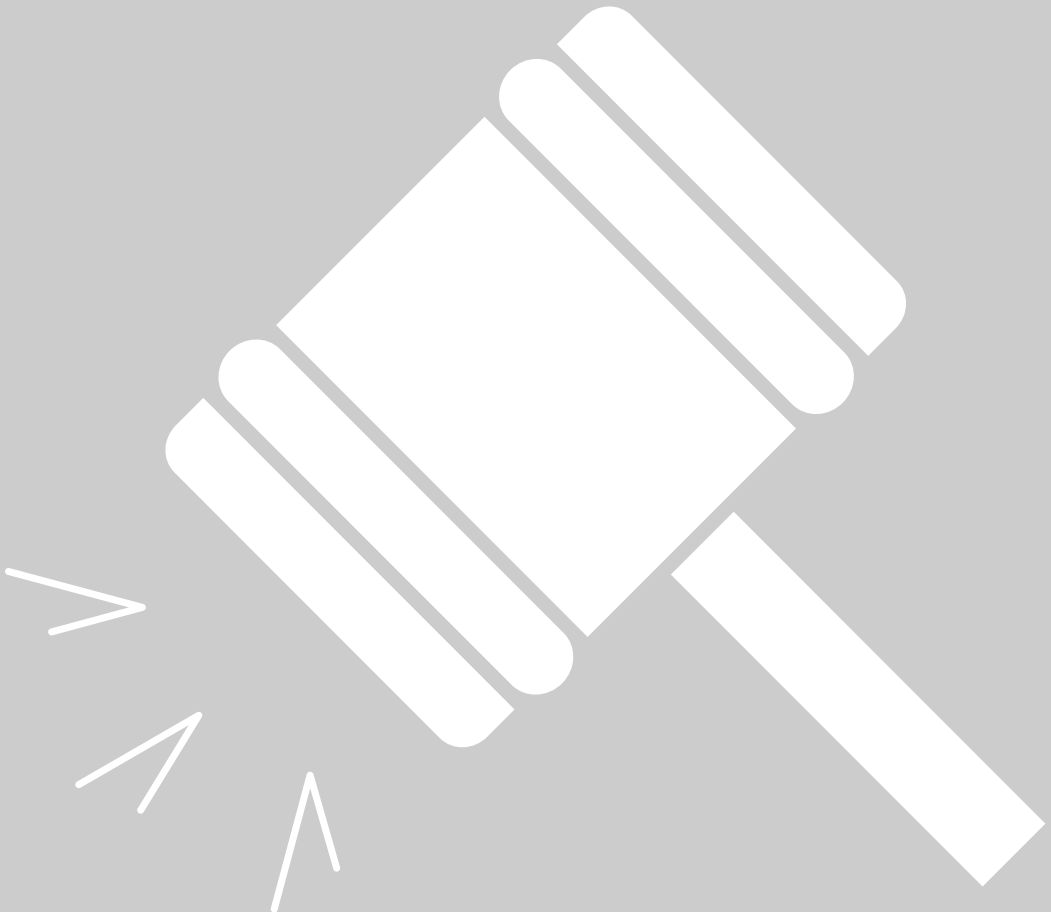
Hopefully, after reading this Frequently Asked Questions Guide, you are already on the phone to your local AuctionsRus franchisee and organising your first shipment of goods to our warehouse.



# AUCTIONS<sup>R</sup>US



*Where retail prices get hammered!*



*Helping your cash flow NOW!*

*What are you waiting for?*