

FREQUENTLY ASKED QUESTIONS

This auction is a collaboration between the Belgravia Auctions, Save the Valletta Skyline Appeal, WANAS (WeAreNotAShop) & the Anglican Chaplaincy in Malta

How to register?

Simple steps to start bidding at [Belgravia Online Auctions](#)
On the Belgravia website, click the **Online Auctions** link or 'Go To Online Auction' button



Register: Click on 'Register'

Username: Enter a username
(a name you use to identify yourself)

Password: Choose your password

Retype: Retype your password in
the next field

Email: Enter your email address

Address: Enter your postal address

Postcode: Enter your postcode

City: Enter your city

State: Enter your state (if applicable)

Country: Enter your country

Telephone: Enter your full telephone
number with country code

Nationality: Enter your nationality

Read the Terms and Conditions and tick the box. On completion, look in your email inbox (also in your spam/junk) to validate your registration. Click on the appropriate link in your email and you are ready to place your bid

Register for a free account

Username
Password
Retype password
Email
Full name
Address
Post code
City
State/Province
Country
Telephone number
Nationality

I have read and agree to the Terms and Conditions.

SUBMIT

I can't sign into my account on your website?

Please check that you are entering your username and password correctly. If you have forgotten your password you can reset this by clicking the forgot password link.

If you continue to experience problems with your account please call us on +356 2136 2579

Online Bidding Process

Once you have successfully registered for Online Auctions, you will be eligible to bid online at any time 24/7 between September 30th and October 15th. Once the Auction has begun you can bid for a lot by clicking the '**Bid Now**' button. The current bid will be displayed on your screen during the Sale.

Go to the toolbar at the top of the page and select a category. Browse listings.

Auto Bid: Place your maximum bid - Auto Bid will increase your bid to outbid other bidders automatically.

Watch List: Put your preferred lots in the Watch List and your lots will be put in a page for later easy access. The Watch List is accessible from My Account.

What is the automatic increment bidding?

For your guidance bid increments are as follows:

From 1 to 999.99 increments are in €10

From 1000 to 9999.99 increments are in €50

From 10,000 onwards increments are in €100

How will I know if someone has placed a higher bid?

If you are outbid, you will receive an email informing you that you have been outbid, and an invite to place a higher bid.

You may also opt to place your 'confidential' high bid under Auto Bid. The auction system will increase your bid by the smallest increments until your highest bid is exceeded, or you are the successful bidder. The Auto Bid is only known to the person making the bid.

Cancelling or withdrawing a bid

Should you wish to cancel your bid, please send an email to belgravia@belgraviaauction.com specifying the reason for the cancellation. Your email request will be acknowledged. As the close of the auction approaches, late cancellations will affect other bidders. Your attention and immediate action in such cases is highly appreciated.

Can I view items before the sale?

If you live in Malta, yes you can.

The larger items:

Lots 51, 63, 72, 73, 74, 75, 76, 80, 89, 105, 107, 109 and 110 can be viewed on October 5th and 12th at 48 Gorg Borg Olivier St, Sliema, Malta between 10:00 and 13.00.

The smaller items:

Lots 10, 15, 17, 25, 26, 27, 35, 37, 38, 39, 46, 47, 54, 58, 62, 64, 65, 66, 67, 68, 69, 71, 82, 84, 86, 91, 101, 106, 108, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121 and 122 can be viewed by appointment from Monday to Friday between 09:30 and 15:30 at the WeAreNotAShop.com office at 18, Carmelite Street, St Julians, Malta. Please call 2722 9169 or email customer-care@wearenotahsop.com for an appointment.

How will I know if I have won a lot?

When the auction officially ends you will receive an email confirming you as the successful bidder. The email will indicate the amount due.

What payment methods do you accept?

Following the sale, you will be notified by email of the amount due and methods of payment, as follows: You may request a payment link to **Trust Payments**, a secure online payment service provider where payment can be made online. Payments can be made using all major credit cards, Apple and Google Pay, directly through your bank account as well as multiple alternative payment methods.

Alternatively, payment can be made via bank transfer directly to the Save the Valletta Skyline bank account:

Bank: HSBC Bank Malta PLC

Account name: ANG CHAP EUR RESTORA

(Anglican Chaplaincy Euro Restoration Fund)

Account Number: 033 - 078932 - 051

IBAN: MT70MMEB4433600000033078932051 (*Seven zeroes*)

BIC: MMEBMTMT

Items will be released for transportation and/or shipping once the payments have been verified.

Payment is expected within 5 days from the end of the auction - by end of day on October 20th. Failure to do so allows the Beneficiaries of the auction to offer and allocate the lot to other bidders.

Will I pay anything extra in commissions if I buy a lot?

You will ONLY pay the winning bid amount. There is no commission taken from Belgravia Auctions or the donors.

Shipping/Collection in Malta & Gozo

Local shipping fees within the Maltese islands will be covered by a private sponsor. Please call the WeAreNotAShop.com office on +356 2722 9169 from Monday to Friday between 09:30 and 15:30 CET to coordinate collection or delivery or email customercare@wearenotashop.com

International Shipping

International shipping is the responsibility of the bidder.

Our preferred supplier is D.O.M. Transport Ltd

<http://www.domtransportmalta.com/> who are fully knowledgeable on all international regulations, and offer a full range of services, including collection, documentation, packing and arranging for shipping and transit insurance worldwide.

T; +356 21488953 E: info@domtransportmalta.com

We are unable to ship to private residential addresses in Russia.

It is the sole responsibility of the winning bidder that all applicable local regulations are adhered to for any importation, and that no import restrictions are in place on the item in question.

I have won an Experience, Travel, Holiday, Fine Dining, Unobtainium or Internship. How do I claim my lot?

When the auction officially ends you will receive an email from Belgravia Auctions confirming you as the successful bidder. You will then be contacted by a member of the Appeal/Auction team on the email and phone number provided upon registration to Belgravia's online platform, who will put you directly in touch with the donor of your winning lot so you can mutually agree on dates, etc.

Alcoholic Beverages

By law we cannot sell wine and spirits in Malta to persons under 17. By making an order for alcoholic products on this site, you warrant and represent that you are entitled, according to law in your country, to make such a purchase. We reserve the right to request proof of age and perform checks in order to verify the information provided. Delivery may be suspended until satisfactory proof of age is provided. Any restrictions on shipping, taxes, import duty, and customs duty, etc. in the end country will be at the sole obligation of the winning bidder.

Disclaimer

Whilst we have made every effort to ensure descriptions of the lots are as accurate as possible, details have come to us from the donors themselves. As a result, the Save the Valletta Skyline Appeal can not accept responsibility for any discrepancies or errors.

Under no circumstances shall the Bidder have any kind of claim against Belgravia Auction House, Save the Valletta Skyline Appeal, WANAS (WeAreNotAShop) & the Anglican Chaplaincy in Malta or anyone else, if the Internet service fails to work correctly before or during the auction. Online bidding is subject to technology, faults and issues which are outside the control of the auction company.

The condition of lots can vary widely due to factors such as age, previous damage, restoration, repair and wear and tear. Their nature means that they will rarely be in perfect condition. Lots are sold "tale quale", in the condition they are in at the time of the sale, without any representation or warranty or assumption of liability of any kind as to condition by Belgravia or by the seller.

Successful Bidder Warranty:

The winning Bidder warrants that the funds used for settlement are not connected with any criminal activity, including tax evasion, and you are neither under investigation, nor have you been charged with or convicted of money laundering, terrorist activities or other crimes.

Customs duty and import tax are specific to a particular country. It is the winning Bidder's responsibility to ascertain this and pay any applicable international duties, custom charges, taxes, charges and tariffs that must be paid.

Jurisdiction

This Auction is governed by and is to be construed in accordance with the Laws of Malta. Any disputes arising out of or relating to this Auction shall be submitted to the exclusive jurisdiction of the Courts of Malta.