



## FHC PAC Auction FAQ

### 1. What exactly is an "online auction?"

An online auction is just like the onsite auction you've enjoyed for years. You create an account on our Online Auction website – which can be found [here](#) – and then start bidding on the items you're interested in. The latest bidding price is online instead of on the hand-written sheet. Ever buy anything on EBay? It's the same idea.

### 2. When is the Online Auction?

The Online Auction will open for bids on **Thursday, August 13 and close at 3 pm on Thursday, August 20**. We are getting new items every day, so look through the great deals and fabulous items we've already collected from our generous FHCA Districts, as well as our Executive and Associate Members. While the auction won't officially open until August 13, you are welcome to create your account now so you're ready when the auction opens!

### 3. How is the Minimum Bid set?

The minimum bid is typically 1/2 of the value of the donation. The value is set by the donor. Donors can also suggest a minimum bid.

### 4. How do I bid on items in the Online Auction?

You must be a registered user to bid on items. Please check out the How It Works document for directions on how to register.

By bidding, you are stating that you are ready and willing to purchase that item for your bid amount, plus any shipping charges disclosed in the listing. If you are outbid, or your bid does not meet the seller's reserve price, you are under no obligation to buy. But in all other cases, you are entering a contract with the seller to buy the item, and to deliver payment within the time period specified. If you can't pay, on time, don't bid! Your bids are final and non-retractable.

### 5. Who can bid on items in the Online Auction?

Anyone can bid on items. You do not have to be a member of the FHC PAC or FHCA to participate in the auction, nor do you need to be a registered conference attendee to participate. In addition, your brother, best friend, college roommate and colleagues can bid on items in the Online Auction.

**6. What do I do after the online auction closes?**

If you win the item that you are bidding on you will receive an e-mail and/or text message notice indicating what you won at the close of the auction. All items won in the online auction will be shipped to the winner and charged to the credit card on file. Items will be shipped to the winner within 2 weeks of the close of the auction.

**7. How do I pay for what I win?**

All items purchased through the online auction must be purchased with a credit card.

**8. What is the shipping process, cost, etc.?**

All items won in the online auction will be shipped to the winner using the address provided when you registered for the auction. All winnings will be charged to the credit card on file. Shipping costs are included in your total; you won't be charged extra for most items (exception for oversized items). Items will be shipped to the winner within 2 weeks of the close of the auction.

**9. Who can I email if I have issues or questions related to the online auction?**

The best point of contact regarding the auction is Melody Arnold, who can be reached at [marnold@fhca.org](mailto:marnold@fhca.org).