

DURRANTS
SINCE 1853

**A GUIDE TO
BUYING AND
SELLING AT
DURRANTS
AUCTION ROOMS**



Durrants Auction Rooms
The Old School House, Peddars Lane, Beccles, Suffolk, NR34 9UE
Tel: 01502 713490 Fax: 01502 711039 Email: auctionrooms@durrants.com Web: www.durrants.com

A GUIDE TO BUYING AT AUCTION

- Viewing of the Antique and Fine Art and Furniture Sales are Tuesday (9am-5pm), Wednesday (9am-5pm) and Thursday (9am-7.30pm) and the day of the sale from 8am-10am. The Antique and Fine Art sale starts at 10am, the Furniture Sales start at 1pm.
- Viewing for our Toy, Collectables and Militaria Sales are Wednesday (9am-7.30pm), Thursday (8am-10am and 3pm-7.30pm) and the day of the sale from 8am-10am. There is no viewing whilst the Toy and Collectable Sale is in progress on the Thursday. On both days the sales start at 10am.
- To be able to buy items at our auctions you need to register your details, i.e. name, address, telephone number, e-mail address and debit/credit card details – these are all shredded after the sale and we do not take any payment from these card details. You will then be issued with a temporary Buyers Number which you can use for bidding – this Buyers number will be for one sale only. When buying in our future sales, you will need to see us to obtain another temporary Buyers Number, you do not need to register with us again as your details will be on the system.
- If you are unable to make it to the sale, there are various ways you can bid.
 - Firstly you can fill in a Commission Bid Form and leave your maximum bid which we will then place on the sales sheets.
 - Secondly you can organise a telephone line, we will call you approximately 5-10 Lots before your item will be sold to ensure we have you on the telephone and ready to bid.
 - Thirdly you can bid LIVE via the-saleroom.com – you will need to find us on www.the-saleroom.com/durrants and register to bid, you can then bid in the comfort of your own home with a nice cup of tea and biscuits!
- Our buyers commission is 17% + VAT and if successful via the-saleroom.com you will have to pay an additional 3% + VAT for using their services.
- After the sale has ended we will e-mail all successful bidders, if we have no e-mail address we will call you the day after the sale. We are open Monday-Friday between 9am-5pm and every Saturday morning between 9am-12noon for collections. If successful via the-saleroom.com, on your e-mailed invoice there is a link for you to make payment, if we do not hear from you by the Thursday after the sale, we will automatically take payment from bidders via the-saleroom.com. Alternately you can pay by cash, cheque (only if known to us), debit or credit card (there is an additional 2% + VAT charge for credit cards). Please note that we do not take card holder not present payments for new buyers.
- After 5 working days, storage charges of £2 + VAT per day per lot will apply to furniture that has not been collected so please ensure you collect your items as soon as possible.

A GUIDE TO SELLING AT AUCTION

- We have numerous Valuers at Durrants Auction Rooms who specialise in the following:
Mark Whistler – General Valuer and Specialist Militaria and Firearms Valuer
Robert Pearse - Stamps, Postcards, Collectables, Ceramics, Books and Watches Valuer
James Felgate - Valuer
- If you would like to see a Valuer to potentially sell your items at auction we recommend you bring your items to us, please call us first to make an in-house appointment otherwise you may not see the Valuer who specialises in your items. Alternately if you have furniture or larger items we have a transit van so we can come out to you - the first visit is free, any additional visits will be charged at £30/hour + VAT. We also provide a free valuation service, so if you do have anything you would like to know the value of – bring it along to us for a free valuation! We are open Monday-Friday between 9am-5pm and every Saturday morning between 9am-12noon.
- We charge a £3 lotting fee + VAT, this includes the cataloguing of your item, any research that may be carried out, photographing, uploading to www.durrants.com and www.the-saleroom.com, plus our standard 14% commission + VAT when your items are sold. We also have an extensive mailing list to maximise the exposure of your items. All of our sales at the auction rooms are held with LIVE internet bidding via www.the-saleroom.com. We average over 200 internet bidders for each sale and every item is offered on a worldwide platform, ensuring that the best prices are achieved for you.
- One week prior to each sale, you will receive a Sale Notification (Pre-Sale Advice), this can be sent via e-mail (if you have provided one) or it will be sent in the post. This will list all of your items in that particular sale. You will need to check your name and address is correct as this will assist us when we send your cheque.
- You can place reserves with our valuer when booking your items in, however we can also accept your reserves once you have received your Sale Notification (Pre-Sale Advice) – please ensure we have your reserves as soon as possible. If you wish to place a reserve please insert the amount against each lot number. For example, if you wish to allow the Auctioneer “Discretion” on this amount (up to 10% below the figure you have shown) place a “D” beside your reserve or if you would like a Fixed reserve place an “F”.
- You will receive your cheque and statement around 10 days after the auction has taken place, bank transfers (if you have filled in the bank transfer form) are made 7 days after the auction (a copy of your statement will be posted/e-mailed to you). If your item has not sold, we will send a copy of your statement – you can either leave your unsold item with us and we will re-offer if in the next relevant sale, or you can pay the £3 + VAT lotting fee and take your item away.
- The results from each of our sales will be uploaded onto our website and the-saleroom.com the day after the sale.

BUYING TIPS

Look through lots of catalogues online to get a feel for what is available, and what prices things might be going for (www.the-saleroom.com is a great place to start)

Once you've found something you're interested in, go and have a look at what it is you would like to bid on – things often look better in the flesh than in a photograph and vice versa.

If you can't attend the viewing day, check to see whether there is late night viewing – if not, call the auctioneer to see if you can make an appointment to view.

If you're interested in buying furniture, don't forget to measure the available space in your home – it isn't unheard of for people to get something home and find that it doesn't fit the intended gap!

If you're buying online, or from a distance and really can't get to the viewing day, make sure that you ask for a condition report and extra images which will help give you more information and the confidence to know that you really like the item before you leave a bid.

For major items, provenance - the item's history, is extremely important. For instance, the pencil sketch that we sold by L S Lowry earlier this year for a record breaking £12,400 had impeccable provenance from the Halycon Gallery, therefore the buyer had the confidence to go the extra mile to acquire the picture as he knew without a doubt that the picture was right.

Don't be afraid to ask questions. The auctioneer and staff are there to help you, and will be fully prepared to help you negotiate the world of auctions.

If attending the auction, make sure that you register as a buyer in plenty of time so that you don't have to rush about on sale day.

When you bid in the room, ensure that your bid is clear to the auctioneer and if you don't think you have been seen, make yourself known – no auctioneer I've ever met likes to miss a bid and we won't take offence if you give a quick shout!

If you can't bid in person, we do offer a free telephone bidding service where we will call a few lots in advance and you can bid live via the phone. This does need to be organised well in advance, so try and book a line the day before the auction at least. An alternative to live phone bidding is live bidding via the internet, but make sure you're aware of any extra charges from the hosting company (usually around 3% plus VAT of the total hammer price in addition to the Buyer's Premium).

Commission bids can also be left with the auctioneer, and there is no charge for doing so. The auctioneer will not go to your maximum bid unless he/she has to in order to acquire the item for you.

Last but not least – collection of goods. Most auction rooms have a very quick turnaround for goods so will need you to collect your items as soon as possible once payment has been made. If you aren't able to transport your purchases yourself, make sure you have arrangements in place beforehand to avoid unnecessary delays.