

# HOW DOES AUCTIM WORK?

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## Platform management, types of auctions and responsibilities

Auctim BV is the operator of the online auction platform [www.auctim.com](http://www.auctim.com).

Auctim BV makes this platform available under licence to independent **Auctim Partners**, who use the platform to organise auctions in the name and on behalf of sellers.

### 1. Role of Auctim BV

- manages and maintains the online auction platform [www.auctim.com](http://www.auctim.com)
- develops and supports the technical infrastructure
- grants licences to Auctim Partners to use the platform

Auctim BV is **not the owner of the auctioned goods** and is **not a party to the sales contract**.

### 2. Role of the Auctim Partner

The online auctions on [www.auctim.com](http://www.auctim.com) are organised by an **Auctim Partner**, acting as an intermediary on behalf of the seller.

The Auctim Partner:

- publishes the lots
- organises the online auction
- monitors the auction process
- coordinates the practical handling of the sale

The Auctim Partner acts as an intermediary on behalf of the seller.

## Additional clarification – Tasks and responsibilities

The provisions set out in sections 3 to 7 relate to the tasks and responsibilities of the Auctim Partner organising the relevant auction.

Auctim BV is solely the operator of the online auction platform [www.auctim.com](http://www.auctim.com) and grants a licence for its use to Auctim Partners.

Auctim BV does not organise the auctions and is not a party to the sales contract, unless this is explicitly stated for a specific auction.

### 3. Who is your contractual counterparty?

The sales contract is always concluded between:

- the buyer
- the seller of the relevant lot

The seller may be a professional company or a private individual.

For each auction it is clearly indicated what type of seller is involved.

### 4. Types of auctions

For each auction, the type of auction is clearly indicated. The type determines which regulations apply.

**JUDICIAL auctions** – Judicial or insolvency auctions.  
Specific legal rules apply. Consumer protection does not apply.

**B2B auctions** – Sale between businesses.  
Consumer protection does not apply.

**C2B-C auctions** – Sale by private individuals.  
Consumer protection does not apply.

**B2B-C auctions** – Sale by a professional seller to a consumer.  
For this type of auction, consumer protection rules apply in accordance with the Belgian Code of Economic Law, including legal warranty and the right of withdrawal where applicable.

### 5. Identity of the seller

For each lot it is indicated whether the seller is a professional company or a private individual.

For **B2B-C auctions**:

- the identity of the professional seller is communicated to the buyer at the moment the lot is awarded
- the buyer receives the full identification details of the seller before payment

The buyer concludes the contract with that seller.

## 6. Payment and invoicing

### Payment after allocation

After a lot has been awarded, the buyer receives a pro forma invoice (payment request) via the account used to place the bids.

This includes:

- an overview of the amount due
- any additional costs (such as auction fees, VAT and other applicable charges)
- the payment deadline
- the available payment methods

The identity of the seller is communicated in accordance with the type of auction.

The sale becomes final once payment has been received in accordance with the stated conditions.

### Available payment methods

Direct online payment

#### **Bancontact** (Belgian banks only)

→ Payment possible via online banking or QR code

→ The payment is registered immediately

#### **iDEAL** (Dutch banks only)

→ The payment is registered immediately

In the case of immediate online payment, administrative processing starts automatically.

### Bank transfer

International buyers or buyers choosing manual payment may pay by bank transfer.

→ Processing usually takes 1 to 2 working days, depending on the bank

→ The payment is registered once received on the indicated account

When making a bank transfer, the correct reference indicated on the pro forma invoice must always be included.

### Invoicing

The invoice is issued by the contractual seller.

The invoice is issued in the name and with the details of the account used to place the bid.

Each registered bidder may create multiple accounts using their unique email address, for example:

- a business account
- a consumer account

The bidder is responsible for using the correct account when participating in an auction.

The invoice is issued based on the details of the account used and cannot be modified after allocation, except where required by law.

#### **Payment processing via the platform**

If payment is made through the Auctim platform, it is processed in the name and on behalf of the seller.

For each auction it is indicated:

- to whom the payment is due
- who issues the invoice
- who is responsible for VAT
- who is responsible for delivery or collection

## **7. Applicability of consumer rights Auctim partner**

Consumer protection applies only to B2B-C auctions.

For other types of auctions:

- no right of withdrawal applies
- no statutory consumer warranty applies

This is clearly indicated for each auction.