



Frequently Asked Questions

Below you will find frequently asked questions and answers, please DO NOT assume anything. If you do not find your answer below, please contact us.

How much does it cost to register?

Auction account registration is free; anyone with a valid email address and a credit/debit card can register and bid from any computer. Create a [myID](#) account and sign in to bid.

Are there any buyer fees?

There are no buyer's fees, all you pay for is your winning bid plus applicable Taxes.

Is payment online secure?

Online payments are handled through the bank server and are completely secure. We don't see your credit/debit card details only the bank can.

How does automated proxy bidding work?

When you place a bid, you may enter the maximum amount you would be willing to pay for the item. Your maximum amount is kept confidential from other bidders and The City. After your initial bid, the system places bids on your behalf based on bid increments, using only as much of your maximum price as necessary to maintain your high bid position.

- The system will bid up to your maximum amount.
- If another bidder has a higher maximum, you'll be outbid right away. But, if no other bidder has a higher maximum, you become the highest bidder. This means you don't have to keep coming back to re-bid every time another bid is placed.

I keep placing bids and keep getting outbid immediately, what is going on?

We offer automated proxy bidding which is a standard for online auctions. Therefore, if a bidder has a maximum bid set up that is higher than your current bid, the system will automatically place their bid higher than yours. Automated proxy bidding is an automated bidding system to make bidding on auctions more convenient for buyers. When you bid on an automated auction listing you can place bids using this method.

What if I change my mind, can I retract a bid?

It is the buyer's responsibility to determine the suitability of an item. Bidders should ask questions before placing a bid. Once a bid is placed, it cannot be retracted and the highest bidder at the end of the online auction is obligated to purchase the item at the high bid price. Failure to honor a bid may result in the cancellation of your City of Calgary account.

Can I return an auction item?

As with any auction, there are no returns. All items are sold on a "as is, where is" basis. There are no warranties on surplus items. Purchasers are urged to inspect items for condition and suitability prior to bidding.

How do reserve auctions work?

Some auctions have a reserve price. A reserve price is a confidential minimum price that the seller is willing to accept for an item. In a reserve auction, the seller is only obligated to sell the item once the bid amount meets or exceeds the reserve price. A seller can lower, but cannot raise, the reserve price.

Why didn't I win the item? I was the highest bidder.

Some of our auction items will have a reserve price. A reserve price is the minimum amount that the seller of an item will accept as the winning bid in the auction. The reserve price prevents the auction item from being won by a bidder who offers a price lower than the price the seller will accept.

I have paid for my item, now what?

Once the item has been paid for, you will need to arrange a time and day for pick up.

Surplus Furniture: Sale items can be picked up by appointment only in Bay 7 of 2340 22 Street NE.

Appointments can be scheduled via email to surplusfurnituresale@calgary.ca

For all other Items: Please send an email to investmentrecovery@calgary.ca. Please include all items or Bill of Sale number in your email.

How can I pick up my item? What do I need to pick up my item?

After you have set up an appointment for pick up, please bring your receipt, and photo identification. The receipt can be paper or electronic (on your phone). If someone else will be picking up the item for you, please let us know so we are prepared. They MUST have a copy of the receipt and photo identification.

What happens if I cannot pick up my item/items by the given expiry date?

If you are unable to schedule a pickup appointment by the due date you can contact investmentrecovery@calgary.ca and set up an alternate date. If any items are not picked up by the expiry date and other arrangements have not been made, the customer forfeits the items without refund.

I was the winning bid at closing minute but now it says I was out bid.

Often biddings happen in the closing minutes, so it is always good practice to refresh your screen occasionally during the closing minutes.

How do I know the item is only available through the online auction?

Any item that is exclusive to online auction only will have a "Place Bid" or "Buy Now" button. All other sale items will be available to purchase by appointment only.

How many keys does the furniture item come with?

Unless stated otherwise, furniture will only come with 1 key.

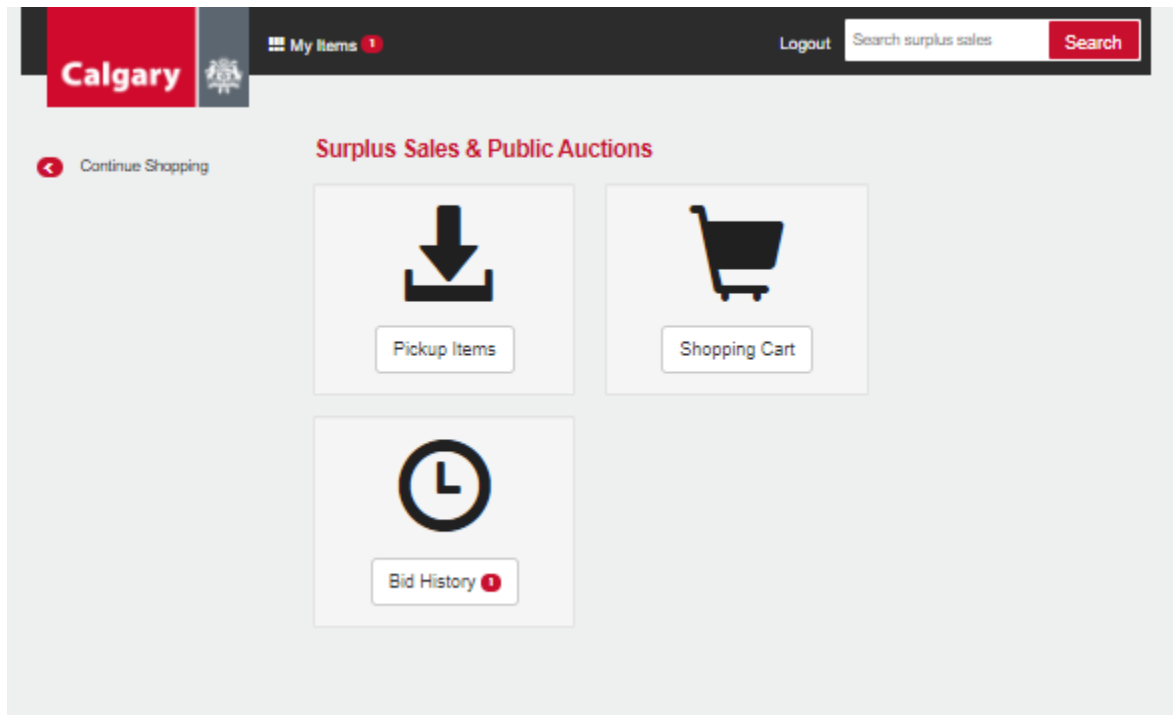
I can't pick everything up in one load; can I make multiple trips?

Yes, when multiple trips are required, we will book in multiple time slots to accommodate you.

How do I make a payment?

Once you purchase the item, a bill of sale and pick up instructions will be sent to you. You will receive an email advising you that you won this bid and how to pay. You can also log into your myID through "my

items” at the top of the [Surplus Sales and Auction](#) page and go to your shopping cart to make a payment (see snapshot below).



Our Locations and Hours of Operations

Surplus Furniture Sales

Location: 2340 -22nd St N.E East door, Loading Dock Area

Hours: By Appointment ONLY Monday to Friday 8:00 a.m. To 3:00 p.m.

Contact: surplusfurnituresale@calgary.ca

Investment Recovery Sales

Location: 3063 Dartmouth Road S.E. Logistics Center Building A. Please use the north entrance.

Hours: By Appointment ONLY Monday to Thursday 8:00 a.m. – 12:00 p.m. or 1:00 p.m. – 4:00 p.m. and Fridays 8:00 a.m. – 12:00 p.m.

Contact: investmentrecovery@calgary.ca