

FAQs

...about The City's Surplus Sales & Public Auctions

calgary.ca/surplus

How much does it cost to register?

A. 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?

A. There are no buyer's fees, all you pay is your winning bid plus GST.

How do I pay for an item I have won?

A. Payment for auction items is by Visa, MasterCard or Debit through our online checkout.

Is payment online secure?

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

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

A. We offer automated proxy bidding which is a standard for online auctions. 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.

How does automated proxy bidding work?

A. 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.

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

A. It is the buyer's responsibility to determine the suitability of an item. Bidders should ask any 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 honour a bid may result in the cancellation of your auction account.

Can I return an auction item?

A. As with any auction, there are no returns.

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

A. 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 from being won by a bidder who offers a price lower than the price the seller will accept.

How do reserve auctions work?

A. 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.

I have paid for my item, now what?

A. Once the item has been paid for, you will need to arrange a time and day for pick up. Please call us at (403) 804-9254 to arrange a pick up date and time. You can also send an email to investmentrecovery@calgary.ca. Please be sure to have your item number handy to reference.

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

A. 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.

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 during our regular sale day at our [Manchester Surplus Store – 3063 Dartmouth Road S.E.](#), every Tuesday from 8 a.m. – 12 p.m. and 1 – 3 p.m