

Instructions for creating an account

1. Click on the icon at the right top corner next to the the search field
2. Kindly fill out all the fields marked with a red star in **Create a new customer's account**. Please read and accept the data protection.
3. You will receive an e-mail to activate your user account. The confirmation link you receive in this mail will be active for 24 hours. In case you don't receive an E-Mail soon, please also check your spam folder.
4. As soon as you have confirmed your registration, you can enter your bids.

Absentee bids

- Register in your customer account.
- Find the lot you want to buy in our catalogue. Now click on **Add to absentee bid planning**.
- Now either choose other lots you want to submit written absentee bids for or click on **View absentee bid planning**.
- You can view your saved bids in your customer's account. To get there, please click on „View absentee bid planning“ or you click on the button next to the search field. Please note that *you have not submitted* the absentee bid yet, they are only on the planning list.
- Now click on **Add Bid** and enter in the field the highest amount you want to bid.
 - Bids are only entered in € 5 steps.
 - When you enter a bid higher than € 100 a field appears in which you can also click to register for telephone bidding.
 - There is also an option you can check if you want to collect the article from our auctionhouse in case you bought it.
- Click on **Save bid** and then on the red reference field **Submit absentee bid**. Now you have submitted your binding absentee bid.
- Once you submitted the absentee bids, the corresponding lots are automatically removed from the planning list also.
- As soon as you submit your absentee bid, you can view in Absentee bids (in the left column) which status your bid has.
- If you want to raise the amount of a submitted absentee bid, kindly send an e-mail to info@auktionen-in-heidelberg.de.
- We ask new customers to send a copy of their ID/ passport via e-mail or fax, so you might get an e-mail from us with a request. Your bids will be confirmed upon receipt of the documents.