

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 auction house in case you bought it.
- Click on **Save bid**. **Please note** that the amount is only saved for the duration of the current session. If the account is closed, saved but not sent bids will be deleted from the system.
- After you have saved the bids, click on **Submit absentee bid** under the red reference field. 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.