

## How Our Auctions Work

### 1. Auction Registration

To participate in our online auctions, you need to register at [www.veacom.cz](http://www.veacom.cz). The registration process includes:

- **Filling out the registration form:** Enter the required information (name, surname, contact details, and optionally your company ID or VAT number if purchasing as a business).
- **Payment of an auction deposit:** Participation requires an auction deposit of 1,000 EUR (or 20,000 CZK at the current exchange rate). This deposit is refundable in the following cases:
  - If you do not become the winning bidder.
  - Upon fulfilling all conditions as the winning bidder.
  - You may keep the deposit in your account for future auctions.

To request a refund of the deposit, send a written request to [info@veacom.cz](mailto:info@veacom.cz), including your name, registration details, and bank account number for the refund. The deposit ensures serious participation and is a key part of our system.

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### 2. Participation in the Auction

Once registered and your deposit is received, you can participate in auctions:

- **Login:** Log in to the system using your username and password.
- **Bidding:**
  1. Each item in the auction has a starting price, which is a maximum of 299,000 CZK. For higher-value items, a minimum sale price is set, displayed in orange in the item details and the item list below the starting price. An interactive icon (i) next to the minimum sale price displays a note: "Minimum sale price" when hovered over.
  2. Buyers have two options for placing a bid:
    - **Manually entering an amount:** Enter your offer in the bid field.
    - **Clicking the suggested amount:** Click the blue amount displayed, which will auto-fill the bid field with your offer.
  3. After entering your bid, press the **Bid** button.
  4. A confirmation window will appear, showing the specific bid amount for the item. As bids are binding, confirm by clicking.
- **Bid Status:**
  - If the price does not meet the minimum sale price (for applicable items), the text **Low Bid** is displayed in orange. This means you are leading but have not purchased the item.
  - If the bid meets or exceeds the minimum sale price (or if no minimum price is set), the text **Winning** is displayed in green.
  - If another buyer outbids you, the text **Not Winning** is displayed in red.

All updates are displayed in real time, giving buyers a clear status throughout the auction.

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### 3. Item Description

Each auction item is detailed and identified by:

- **Item ID:** The unique number of the item.
- **Type and Model:** Specifications of the item.
- **Year of Manufacture:** Information about the item's age.
- **VIN and Registration Number:** Unique identifiers for vehicles.
- **Condition and Equipment:** Details on technical condition, visible defects, available documents, and any accessories.

We recommend inspecting the item in person at the location specified in the auction description.

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### 4. Purchase Conditions

After the auction ends, the winning bidder will receive instructions on the next steps:

1. **Contract Signing:** The purchase contract will be sent via email or data box within five business days of the auction's conclusion.
  2. **Payment of Purchase Price:** The purchase price must be paid via bank transfer to the account listed on the invoice. An administrative fee of 2,500 CZK excluding VAT (100 EUR) is added to the purchase price. This fee covers auction organization and administrative costs.
  3. **Item Collection:** Once the purchase price and administrative fee are paid, you will receive a notification with a PIN code for item collection. The item must be collected at the designated location within five business days of the notification.
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### 5. Refund of Auction Deposit

Auction deposits are refunded under the following conditions:

- If you are not the winning bidder, the deposit will be refunded within five business days of the auction's conclusion.
- For winning bidders, the deposit is refunded after fulfilling all conditions of the purchase contract and paying the item price.
- Deposits can be kept in your Veacom account for future auctions.

**Note:** Refunds are not automatic. To request a refund, send an email to [info@veacom.cz](mailto:info@veacom.cz) with your registration details and bank account number.

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## 6. Terms and Conditions

Our auctions operate transparently and in accordance with the rules outlined in our current **General Terms and Conditions**, available at [veacom.cz](https://veacom.cz).

- **Item Condition:** All items are sold as-is with any defects disclosed in the description.
  - **Responsibility:** Buyers are responsible for collecting items and completing any required registrations as mandated by law.
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## 7. Contact Information

For further information or assistance, contact us:

- **Phone:** +420 255 739 707
- **Email:** [info@veacom.cz](mailto:info@veacom.cz)
- **Address:** Veacom s.r.o., Strakonická 3367, Smíchov, 150 00 Prague 5

Our customer service center is available on business days from 9:00 AM to 4:00 PM.

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This guide is prepared in compliance with legislation effective from January 1, 2025, and is regularly updated to reflect current legal regulations.