

**Frequently Asked Questions for
RRUUC Services Auction: May 2024**

1) When is my payment for my winning bids due and when do I get my item?

- Prompt payment by June 15, 2024 would make a big difference and be greatly appreciated. This Services auction is a critical component of RRUUC's budget for this fiscal year ending June 30, 2024.
- You will be contacted the week after the May 19th closing of the auction about what you have won. Please promptly pay via credit card on the Auctria site (preferred) or via check to RRUUC.
- You will not have access to an event or item until you have paid, so please pay promptly.

2) Why do some group items call for increased bids and others call for flat \$ amounts for all participants?

- This services auction is a fundraiser for RRUUC (while also promoting connections between new and old members and friends).
 - i) As such, the Auction Committee and some donors are keen to have some items raise as much funds as possible for RRUUC. The descriptions of their items should be clear regarding the requested bidding, i.e., that each individual bid should be increased by the minimum increase. Typically, this also applies to couples wishing to attend group events. This would mean – for example - that the first person of the couple would bid \$25 and the other person of the couple would bid \$30. If you do not follow the requested instructions, the bidding system may adjust your bid.
 - ii) Other times, the Auction Committee and donor offers a particular type of service where they wish access to be more broadly available. They may opt to set the same fixed price for all participants.
- Please read each item's description regarding bidding carefully.

3) What if I have a question about a specific item before I bid?

- Most efficiently, you should contact the donor directly.
- If that doesn't work, you may contact auction@rruuc.org and we will refer the question to the donor and ask that the donor reach out to you.

4) Will donors deliver their items / gift cards to me?

- Items should clearly mark the proposed arrangements for pick up/delivery.
- While donors will make reasonable efforts to coordinate with the winning bidder, the responsibility of securing any particular item rests with the winning bidder.

5) Are there refunds?

- **if circumstances change and I'm ultimately unable to benefit from the offered item?**
 - Unfortunately not. Please make every effort to coordinate with the donor, including potentially to find someone to replace you (and perhaps even compensate you). RRUUC's office is not in a position to locate individual items

and donation amounts from the auction to provide refunds months after the auction proceeds have been collected.

- Please consider each item's description carefully to consider the likelihood of your participating.
- If by the next spring services auction, an event is completely canceled or an item never delivered, contact auction@rruuc.org.
- Ultimately, please consider any and all bids to the Auction to be a donation.
- **For gift certificates or gift cards:**
 - Please read conditions carefully before bidding. If it is not honored by a business, please first check for any conditions that may not have been met before contacting auction@rruuc.org.
 - If a business has moved, please check online for a new location.