



Company Overview:

Established in 2020, EComm Auctions (Pty) Ltd is a Whatsapp based, most trusted and dynamic live auction group. E-Comm Auctions empower to adjust with the circumstances we living in now to bring safer and secure online shopping to your mobile device. Our reputation for trust and authenticity is backed by our customer relations we have built up. Guided by our forward-thinking, spirit of innovation, we aim to host auctions weekly in the comfort of your home via Whats-App and offer a cross-category selection of items available.

Simple Auction/Bidding Process:

1. Items are placed on the auction group for sale.
2. Members on the group place an auction bid amount on the item via whatsapp Auction group.
3. The member with the highest bid wins the auction and has first option to select the quantity they require thereafter the balance can be split up to other bidders.
Offers are STRICTLY available to bidders.
4. No bids will be cancelled after the group admin has ended the bidding process by stating "SOLD" .
5. Auctions are only open for a few minutes or as per the discretion of the group admin.

Bid Increments:

1. Auctions open with a bid amount of R1.00, members can open a bid at any amount.
2. No auction reserve price on any items, unless otherwise stated.
3. A minimum bid amount is R10.00 on an item; however a member can bid any amount above R10.00.
4. Should a member place an incorrect bid amount or a bid amount equals to the last highest bid the group admin will correct the bids to the closest correct bid or minimum bid increment.

Items on Auctions:

1. All items are brand new or unless otherwise stated.
2. All items are tested and in working condition.
3. All items are sold in original packaging unless otherwise stated.
4. Pictures are for illustration purposes ONLY and may differ from original product
5. As we an Auction company, we sell items and do not offer any support on products thus make sure you know what you are bidding on.
6. All solar products i.e batteries, solar panels, inverters carry a standard manufacture warranty ONLY if installed by an accredited & registered SOLAR installer. Should you not be able to produce the installer' s accredited details no warranty on products or claims whatsoever can be instituted against E-Comm Auctions.

Deliveries:

1. All paid items shall be dispatched within 3-5 working days once confirmation of payment.
2. Payments are confirmed by a payment message sent directly to the member.
3. All deliveries shall be sent via door to door courier.
4. No POSTNET or SOUTH AFRICA POSTAL SERVICE addresses shall be used or dispatched to.

5. All parcels shall include a courier tracking number.
6. 3% courier insurance will be added to the invoice amount to cover any damages, loss and heist during courier transit.
7. Should insurance not be opted, the client shall remain responsible for any damages, loss or theft during transit and no claims can be instituted against Ecomm Auctions (PTY) Ltd.
8. Members are liable for the delivery costs.

Collections:

1. Collections are allowed and must be arranged with the group admin prior to collection.
2. All payments to be paid into Ecomm Auctions (Pty) Ltd FNB bank account as per the invoice.
3. Once payment reflects on our system, order is sent through for processing and payments are confirmed with the member via a payment message sent directly to the client.
4. As soon as the order is ready for collection, a Collection message is sent directly to the member, and then only collection can proceed.

FLAT RATE Shipping:

All shipping costs are calculated per volumetric weight and dimensions as per courier standard

1. Parcels weight from 0.001 – 3 Volumetric Nationwide: R145
2. Parcels weight from 3.1 – 5.5 Volumetric Nationwide: R170
3. Parcels weight from 6 – 10 Volumetric Nationwide: R195
4. TVS 32inch – 45inch, per unit – Nationwide – R265
5. TVS 48inch – 65inch, per unit – Nationwide – R375
6. Bar Fridges per unit: Gauteng – R425
7. Sleeper Couches – R775 – Gauteng ONLY
8. Generators (950Dc, 1500DC) per unit – Nationwide – R325

- 9.** Generators (1800D - 3000DC) per unit – Nationwide – R375
- 10.** Solar Panels per unit Nationwide – R295
- 11.** Solar Hybrid Inverters 3KVA Nationwide per unit – R295
- 12.** Solar Hybrid Inverters 5KVA Nationwide per unit R325
- 13.** Solar Hybrid Inverters 8KVA – 10KVA per unit R550
- 14.** Complete Solar Kits (800KG) – Nationwide R3250
- 15.** Solar Batteries per unit (40kg): Nationwide R295

*Courier charges can be adjusted at anytime as the cost is depended on the couriers.
Couriers may adjust delivery costs as per petrol inflation.*

Payments:

1. Once an auction is concluded, the member will be sent an invoice via Whatsapp.
2. Invoices to be settled within 7 days after invoice date.
3. No combining of invoices as we sell per supplier stockpile.
4. Payment methods are via normal EFT or secure payments via PAYFAST, we accept Credit card, Instant EFT all banks, Masterpass, Scode, Debit card and Zapper). Any payments done via secure Payfast will exclude a charge at 3.5%.
5. Should a member fail to settle an invoice amount, the member will be removed from the group with immediate effect.
6. A member shall not be allowed to place a bid on any auction if they have an outstanding invoice.

Auction Commission:

1. A flat Auction rate of 10% will be added to the invoice amount.
2. Commission is not payable on shipping costs.
3. 15% VAT payable per invoice as per Legal Government requirements.

Refunds/In Transit Damages:

1. Should a member request a refund, a refund shall be processed within 24 hours.

2. Should a member return an item for any reason (excluding in transit damages) a restock fee of 10% will be deducted.
3. In-Transit Damages will be processed immediately.
4. 3% courier insurance will be added to the invoice amount to cover any damages, loss and heist during courier transit.
5. Should insurance not be opted, the client shall remain responsible for any damages, loss or theft during transit and no claims can be instituted against Ecomm Auctions (Pty) Ltd.

Auction Group Rules:

1. No under 18' s are allowed to participate in any auctions.
2. The official language is English.
3. No chatting during auctions.
4. No swearing or foul language allowed.
5. No sharing or contacting members via any means as per POPIA ACT.

Business Details:

Company Name : Ecomm Auctions Pty Ltd
Registration Number : 2020/846402/07
VAT Number : 4820306878
Address : Lifestyle Square,
Shop 21B,
1st Floor,
198 Beyers Naude Str,
Rustenburg
Contact Number : 061 529 7080
E-mail Address : admin@ecommauctions.co.za
Website address : www.ecommauctions.co.za
Facebook page : <http://www.facebook.com/ecommauctions>
Trading Hours : Mon – Thu 09h00am – 15h00pm
Fri 09h00am – 13h00pm

