

RS Saddlery

Facebook Live Auction Rules & Helpful Tips

1. You do not need to pre-register to purchase during our live sales. Simply join in the comments and send us a private message with your information when you are done shopping.
2. To bid on an auction item, comment your desired bid amount. All auction items will have a minimum starting bid and will sell without a reserve.
3. To claim a set price item, comment what the item is and how many you would like. If applicable, be sure to include color, size, pattern etc. Choice will go in the order of comments received until sold out.
4. All bids must be advanced by a minimum of \$5 on all items besides saddles. Saddles have a minimum bid increment of \$25.
5. Get your best bids in first so you don't end up losing an item due to lag! Depending on your device and internet speed, there is a 15-20 second lag.
6. You will always see your own comments first. We have multiple people watching on different devices and take bids as we see them come through on our side. Completely exiting the live and refreshing the app/page can help improve lag time.
7. If we are not acknowledging your bids, we are not seeing your comments. Facebook will filter out comments that include \$\$\$\$. Try attaching other words, emojis, or spelling out your bid if we are not seeing your comments.
8. When you are all done shopping, send us a private message with your phone number, email address, shipping address and/or pick up date. If you have shopped with us previously, there is no need to contact us unless there is a change in your contact information, shipping address, or payment preference.
9. Merchandise will be shipped wither UPS, USPS Ground, or Speedee at the buyers expense. Unless the buyer has a carrier of choice, we choose the most inexpensive option. All orders must be paid in full prior to shipping or pick up.
10. All sales are final. No returns or exchanges will be accepted for items purchased through our Facebook Live sales. Please be sure to ask any needed information about the items prior to the sale or before it is considered sold.