



UFG AUCTION HOUSE RULES

Last updated on 24 April 2024

- All Buyers must pass a **credit check** and be registered with the UFG Administration Office (admin@ufg.co.nz) prior to participating in any Auction. UFG reserves the right to deny any Buyer from purchasing at auction should they have a poor credit history or **behave inappropriately**.
- **One bid equals one Buyer**. Purchases such as buckets or bundles will not be split up by UFG prior to distribution or delivery. UFG is also not responsible for transfers between Buyers.
- All bids received during an auction will be considered final and the sale unconditional. Except in the event of an **unfair transaction**.
- Examples of **unfair transactions** could include (but are not limited to) material misrepresentations of product or proven technical IT failures.
- The Auctioneer has the right to re-auction any lines when in their view an **unfair transaction** has occurred. The Auctioneer's decision will be final. The Auctioneer may choose to re-auction the item and **recover any shortfall from the Buyer**.
- If any Buyer thinks an **unfair transaction** has occurred they need to contact the on-duty Auction Manager **within 10 minutes**. They must provide details of the sale for consideration. The Auction Manager's decision will be final.
- Any **unsold product** will be handled by the Auction Manager in consultation with the Grower. At their joint discretion they may choose to:
 1. Return to the Grower
 2. Destroy
 3. Hold for the next auction if appropriate
- **Grade 1 product** requires a reserve price. This price should be set by the Grower in consultation with the Auction Manager.
- No credit notes will be issued for **Grade 2 product** sold. Unless the product is deemed unsaleable by the Auction Manager at their discretion. The Auction Managers decision will be final.
- Any product quality complaints or credit requests such as damage, incorrect quantities, wrong photographs etc. must be made prior to leaving the building for those not using a courier service. For couriered product we allow up to 24 hours post sale. The Auction Manager's decision will be final. In most cases **product will need to be returned** for inspection within a reasonable timeframe. The Auction Manager's decision will be final.
- An **in-person Buyer** does not have the right to remove, sort or collect product from a trolley prior to completion of **distribution** without the explicit permission of the Auction Manager.
- UFG reserves the right to conduct investigations for **"missing product"** before Buyers leave the premises.