

How to Bid and Buy on GunBroker.com

Bidding on GunBroker.com

Register First

You must be a registered user to place a bid. Click on the **Register** link at the top of any page to register for the first time. If you have previously registered, sign in before bidding.

AutoBid Feature

Our auction site has a feature called AutoBid. When you place a bid, you are entering the maximum amount you are willing to pay for an item. AutoBid always bids the least it can to win. When you are outbid, AutoBid will raise its bid. It will never bid more than your maximum. If the item has a Reserve Price, AutoBid will attempt to meet the Reserve Price. AutoBid is not available on Dutch auctions.

To use AutoBid, simply enter the maximum amount you are willing to pay for the item in the bid amount field when placing a bid. If you place a bid and the bid posted is less than what you thought you bid, it is most likely due to our AutoBid system.

Placing a Bid

When you have found an item that you are interested in, you place your bid from the item listing page. The bid form is located below the item information, pictures, and description. You can scroll down to get to this form, or click on the bid icon located along the top left side of the item listing.

Right after you place a bid on an item we show you the status of your bid:

- If you place a bid that does not meet the seller's Reserve Price, we will tell you.
- If you are outbid by another bidder using AutoBid, we will tell you.
- If you are outbid for any reason, you are no longer obligated to buy the item. You are then free to bid again or pursue another item.

When you place a bid, we send you an email confirming your bid. If another user outbids you, we send you an email message telling you that you have been outbid. However, email is not guaranteed delivery; just because we sent the message does not guarantee that you received it. You should check on your auctions using **My GunBroker** to keep track of your auctions, which can be accessed by clicking on the **My GunBroker** link located at the top of any page.

Seller's feedback rating

Click here to register before bidding

Click here to jump to bid form

Click here to ask Seller a question

Read item description carefully

Enter your bid here

We are the only shooting sports related online auction that offers **Buyer's Protection** to protect the buyer from being ripped off by a seller. No other shooting sports auction or classified ads (in print or offline) provides any form of protection against fraud.

Before you Bid

Find a Transfer Dealer

By Federal Law, firearms can only be shipped to an FFL Holder. If you do not have an FFL, you must make arrangements with an FFL Holder in your state to handle the transfer. We maintain a list of FFL Holders who are willing to handle transfers for qualified buyers. Please contact an FFL Holder *before* placing a bid to make sure you qualify.

Check Seller's Feedback Rating

You should check the seller's feedback rating before placing a bid to see what others have said about him. The seller's feedback rating is located directly to the right of his user name. The rating looks similar to A+(5) or C(8) or F(1) or sometimes NR. NR means that the seller does not yet have any feedback. This typically indicates that he is a new seller. The letters are an average feedback grade like the ones you used to get in school. From best to worst, they are A+, A, B, C, D, F. The number in parenthesis indicates how many users have left feedback on this seller. If you click on the feedback rating, you can see the comments that were left about the user.

Read the Description and Terms

Review the item listing itself carefully. Most problems reported by users are caused when the buyer has failed to do his homework or has assumed the item to be something that it is not. If the item condition is not specified, do not assume it is new or in good condition. Ask the seller! If you do not know what the item is, do not bid until you find out.

You should also review the terms and conditions posted in the item listing carefully. For example, if the terms state cashier's check or money order, do not assume that the seller will accept a personal check. If shipping charges have not been specified, do not assume that they will be a certain amount.

If you have any questions, you must contact the seller and ask him *before* placing your bid. If you place a bid and win the item, you will be expected to complete the transaction with the seller. Although it is a harsh remedy, we terminate the accounts of buyers who fail to complete transactions.

Glossary of Terms

Reserve Prices and Starting Bids

When the seller posts an auction listing, he can set a Starting Bid and/or a Reserve Price.

A **Starting Bid** is the least amount you can bid in an auction. As the name implies, it is where bidding starts. You cannot place a bid lower than the Starting Bid. If an auction has a Starting Bid and no Reserve Price, the high bidder on the item will win the item at auction close. Every auction has a Starting Bid, even if the Starting Bid is \$.01.

A **Reserve Price** is the least amount you can win the item for. The Reserve Price is kept secret from the bidders. You can place a bid that is lower than the Reserve Price, but the item will not be sold unless bidding meets or exceeds the seller's Reserve. You can identify Reserve Price auctions by the red (R) in the item title and by the words 'Reserve Met' or 'Reserve Not Met' next to the Current Bid in the item listing.

BuyNow! Price

Some items may have a **BuyNow!** price. The BuyNow! Price is publicly posted in the item listing. If the item has a BuyNow! Price you can immediately purchase the item for the BuyNow! Price without placing bids and waiting for the auction to close. You can identify BuyNow! Prices by the black (BUY!) in the item title

Dutch Auctions

Dutch auctions are a special auction format where a seller has more than one identical item for sale. Each item must be identical. Bidder can bid from one item to the available quantity of items. At the auction close, all winning bidders win their items at the lowest winning bid price.

Dutch auctions are identified by the blue "D" in the item title and because the quantity listed will be greater than one. A Dutch auction can not have a Reserve Price and can not use AutoBid.

The seller specifies the minimum price (the starting bid) and the number of lots available. The bidders specify how many of the items they want to bid on. Bidders bid at or above that minimum for the quantity they are interested in purchasing. At the close of the auction, the highest bidders purchase the lots at the lowest successful bid.

How to Bid and Buy on GunBroker.com

Monitor your auctions using My GunBroker

Monitoring your auction status using My GunBroker:

Our auction site automatically keeps track of items you have bid on, listed for sale, sold, and won. You can access this information using **My GunBroker**, which can be accessed by clicking on the **My GunBroker** link located at the top of any page. **My GunBroker** contains tabs that you can click on to see the various views of your items. You can check the items you are currently bidding on, and bid from this view.

You can select a time frame to further specify the items that you wish to see. For example, to see all items that you won in the last two weeks, you click on the **Items I Won** tab, then select 'Ended within Last 2 weeks' from the 'Period' drop-down menu and click the 'Go' button.

There is a special tab called **Items I'm Watching** in **My GunBroker**. All items in this list are managed by you. You can add items to this list and remove items from the list. To add an item to your watch list, click on the **Add this listing to your Watch List** link, located in any item listing page. That item will be placed on your Watch List. To remove an item, navigate to **My GunBroker**, click on the **Watching** tab, select the checkbox(es) next to the item(s) you wish to remove, and click the **Remove** button.

All of the features of **My GunBroker** are described in full detail in the help file, "Using My GunBroker", which can be found in our online support center by clicking the **Help** link.

Click here to access My GunBroker

Click here to submit Feedback

Click Select to bring up a menu of action items

Your Watch List items display here

Item you are bidding on display here.

Item you have won will display here

Item you didn't win will display here

Section	Item ID	Title	Current Price	Shipping Costs	Bids	Seller	Time Left	Actions
All Buying	133126130	WINCHESTER 101 12 GA O/U 28" BBL FULL & MOD CHOKES	\$550.00	\$0.00	3	motorcitypaw2 A+(182)	Auction has Ended	Select
	143071676	GunBroker.com Collapsible Cooler	\$10.50	\$0.00			2h 3m +	Bid
Items I'm Bidding On	143171613	500 Mossburg Choke Improved Cylinder With Wrench	\$0.01	\$0.01			13d 22h +	Buy Now!
	143056225	GunBroker.com Logo T-Shirt - Sand - L	\$6.06	\$6.06	1	TheGunBrokerStore A+(446)	10/13/2009	Select
Items I've Won	138691793	Pro Tech BREND Auto #2 Custom	\$655.00		22		9/5/2009	Select

I won! Now what?

If you win an auction, we send you an email at the end of the auction that contains the seller's user name and email address along with your winning bid amount. If you think you won an auction and did not get your notification, you may have changed email addresses without telling us or we may be unable to send you your notification due to technical problems with your ISP. Always check the **Items I Won** section of your **My GunBroker** page to see if you have won an auction. If you have won an auction and did not get your notification, please request help by navigating to our online Help Center by clicking the **Help** link.

From the time the auction closes you have a maximum of five (5) days to contact the seller at the email address located in the notification we sent you. The seller must contact you as well within the same five days.

The seller will send you instructions on making payment and will request your address for shipping. Typically you will be required to prepay using a money order, although some sellers will take credit cards, personal checks, COD, etc. Make sure that you follow the seller's payment instructions carefully. We suggest that if possible you use a US Post Office money order and send payment by US Mail. This way, the US Post Office will be able to help you in case of problems with the seller.

When sending payment, always include your name, address, phone number, the item number of the auction you won, the name of our site (GunBroker.com), and your email address. We cannot tell you how many times we hear of problems because the buyer sent a check and included no other information!

If your item is a firearm, you will need to get a copy of your transfer dealer's FFL license, signed by the dealer, and enclose that with payment. The FFL license can also be faxed to the seller. You may need to send proof of age for other purchases; again, please follow the seller's instructions carefully.

Submitting feedback

At the completion of your transaction, you should post feedback on the seller. Feedback lets other users know how the seller handled his transaction with you. When posting feedback, please be honest and unemotional about the transaction. The seller gets the chance to reply to your feedback, and you can post a follow-up to his response. While reviewing the user's feedback, you can delete or change the feedback you posted on that user or post a follow-up to his response.

You can leave feedback in two ways:

- Use the Feedback View located in the **My Account** section in **My GunBroker** to leave feedback for your transactions. To leave feedback for multiple items, select the checkboxes to the right of the item name, and select the **Bulk Feedback** button at the bottom of the list
- Use the Submit Feedback form located on the **For Buyers** page.

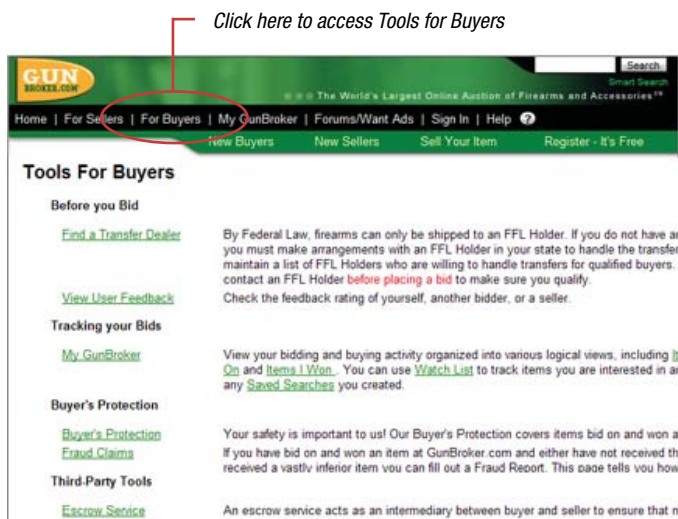
What if I have problems with a seller?

If you cannot get in touch with the seller within the five-day window, you do not receive item in a timely fashion, or you are having some other problem with the seller, please go to our **Resolving Problems with the Seller** tool. We will help you get the issue resolved.

You can access the **Resolving Problems with the Seller** tool in two ways:

- Go to the **Items I've Won** section of **My GunBroker** and select **Resolve Seller Problem** from the Actions popup list. or:
- Navigate to our **Resolving Problems with the Seller** tool on the **For Buyers** page.

Try out GunBroker.com today. **The Bidding Starts Now!** ▶



Our Tools for Buyers page contains links to help you before and after you bid on an item.