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.
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.
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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.
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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.
- Navigate to our Resolving Problems with the Seller tool on the For Buyers page.

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