

CODE OF CONDUCT

RESERVES

No reserves will be accepted above the lower estimate. In the unlikely event that a vendor changes a reserve after the auction catalogue estimate is published then the auctioneer will announce a revised estimate.

RESULTS

Auction results which include the buyers premium will be published on the company website within 48 hours of the auction and any unsold lots will be denoted as such.

VENDOR BIDDING

Vendors may not bid on their own property unless the sale is subject to a family division matter such as an estate and where prior consent has been requested with the auctioneer and the auctioneer will announce this at the start of the auction.

AUCTIONEER BIDDING

Mossgreen Directors or employed staff of the company may only bid as absentees and when they are unaware of the reserve price. Bids below the lower estimate will not be accepted before, at, or after, the auction.

Mossgreen Directors or staff must always bid in their own name.

Mossgreen staff may not bid for clients without the bids being registered by the company on a company registered absentee form or a telephone bid form with a signature.

MOSSGREEN OWNERSHIP

Mossgreen may take a stake in the ownership of property sold beyond the level of its commissions earned and this is stated in the auctioneers terms and conditions published in the catalogue. However apart from this greater equity stake, the company and its directors and staff may not treat this property any differently to the sale of property where straight commissions are involved. It is not the company's policy to trade pictures through auction but the company will take opportunities to increase its stake and therefore also its risk in property where the seller is willing to do so. This is now standard practice for most major auctioneers internationally.

PAYMENTS

Payment terms may vary from time to time and will be always stated in the catalogue. Personal cheques will not be accepted without prior arrangement and then only at the auctioneers risk not that of its vendors.

The company does not wish to offer credit terms but will offer recommendations to accredited finance companies provided this is requested prior to auction.

Vendors and suppliers will be paid on time as per the contracts.

BUYER'S PREMIUM

No discount on buyer's premium will ever be offered to a buyer giving unfair advantage over another.

SELLING AT AUCTION AND RETAIL

The company will advise their vendors which is the best way to sell and then do their best to achieve the optimum outcome for the vendor.

Mossgreen will not buy from its own auctions to re-sell at any other auctions or through its retail business. It may however offer to sell unsold property from auctions or unsold retail stock at auction when the company is selling for the original vendor as agent.

Generally auction estimates will be lower than retail pricing as is understood in the market.

CONFLICT OF INTEREST

It is the company policy to avoid any conflict of interest and to ensure that both seller and buyer are aware of all information that should ethically be in the public domain.

CONTRACTS

All vendors will have written and signed agreements prior to auction.

TRANSPARENCY

The Company, its Directors and Staff will strive for transparency wherever possible to protect the good reputation of the company and the interests of its clients.

POLICIES

The Company will consider and review policies on their merits as they arise and will implement wherever they increase buyer/seller trust but will not seek to over-regulate its trade.

ACCESS

These policies will be available on the Company website and will be updated from time to time.