Bidding, payment and collection

A 12.5% buyer’s premium applies to the winning bid on each lot, rounded to the nearest penny. A £100 hammer price gives a total of £112.50.

Bidding and condition

Wallingford Auctions is the auction trading name used at The Cow Shed Collective. Read the lot description, photographs, condition notes and sale details before bidding. Ask us about anything that matters to you. A bid is an offer to buy at the amount entered. If yours is the highest accepted bid when the lot closes and the lot is sold to you, you agree to pay the hammer price and the buyer’s premium shown in the catalogue. Any statutory cancellation rights still apply.

Payment

Pay the full invoice within 48 hours of the auction closing. Use the bank transfer instructions on your invoice, quoting the invoice number, or pay by card if your invoice offers that option. If you have not received your invoice or cannot access it, contact us promptly. We release goods after payment has cleared.

Collection

Collect your paid lots within five calendar days of the auction closing, during the published collection hours. The collection period runs from the close of the auction, including weekends. Contact us before travelling to agree a time, especially for large items or collection by someone else. Bring your invoice number. If you cannot meet either deadline, contact us before it expires to discuss arrangements.

Contact and collection

Trading and collection address: The Cow Shed Collective, Crowmarsh Hill, Wallingford OX10 8BG. Email contact@thecowshedcollective.co.uk or call 01491 905679. Usual collection hours are Tuesday to Saturday 10am–5pm and Sunday 11am–4pm. Closed Mondays. Check the sale details for specific collection sessions.

The sale and the handover

Who sells the lot

For goods consigned by a dealer or private owner, The Cow Shed Collective arranges the auction as the seller’s agent. For our own stock, we are the seller. The catalogue must identify the seller and whether they trade as a business before you bid. Contact us if this is unclear. We remain responsible for the auction service we provide.

The timed close and disputed bids

Check the lot and bid amount before submitting. The system must accept the bid before the published close. If you win, you undertake to pay. If confirmation is unclear, check My auctions before bidding again. Report a mistaken bid, material catalogue error or service interruption promptly with the lot number and time. We will check the bid record and explain the outcome. If an error prevents a fair sale, we will notify affected bidders and sellers. A new sale requires fresh bids.

Non-payment and uncollected goods

If payment or collection is overdue, we will contact you using your registration details and give a reasonable opportunity to put matters right. For unpaid goods, we may end the sale after notice where legally entitled and agree a resale with the seller. Any claim for loss must reflect reasonable, evidenced loss after resale proceeds and costs saved are taken into account. A missed collection deadline does not itself transfer ownership back to us or authorise disposal of paid goods.

Collection, title and risk

We release the lot after cleared payment to you or a collector you authorise. Ownership passes on cleared payment where the seller has good title. For a consumer purchase from a trader, risk normally passes when you or your nominated recipient takes physical possession, subject to the rules for a carrier independently appointed by you. If you request delivery, agree the method and cost with us first.

Condition and attribution

Ask for a condition report before bidding. Age-related wear should be expected. A visible signature or maker’s mark alone does not establish authorship. Any attribution must be read with the full description. Report suspected forgery promptly with supporting evidence so we can investigate. Statutory rights apply.

Collection by a representative

Send written authority naming your collector and the lots. We may check identity against that authority before releasing paid goods.

Overseas purchases

Check import, export and wildlife documentation before bidding. Contact us about any restrictions affecting the lot.

Rights, returns and complaints

Rights and returns

If you buy as a consumer from a trader in this online-only sale, you generally have until 14 days after the day you or your nominated recipient receives the goods to tell us you wish to cancel. You may also cancel before collection. An exception that applies to a lot should be identified before you bid. The statutory change-of-mind right does not generally apply to purchases from private sellers or purchases for business purposes. The catalogue identifies the seller and their status.

To cancel, send a clear statement to The Cow Shed Collective using the contact details below. You can use the form below or write in your own words. If you have collected the goods, return them within 14 days of telling us. For a change-of-mind return you pay the direct return cost if we disclosed it as required before bidding. For items too bulky to post we must disclose the cost or a reasonable estimate in advance. Where a statutory cancellation applies, we refund the payments due, including the hammer price, buyer’s premium and any refundable standard outbound delivery charge, by the original payment method. We refund within 14 days of your cancellation if you have not collected the goods. If you have collected them, we refund within 14 days of receiving them back or receiving evidence that you have sent them back, whichever comes first. If an item is faulty or differs from its description, contact us about your separate rights and remedies. These terms preserve your statutory rights.

Complaints and legal rights

Email the lot number, invoice number and issue to the auction team. We will investigate, explain the outcome and identify the seller where relevant. If a consumer complaint reaches deadlock we will provide any alternative dispute resolution information required by law. These terms are governed by English law, subject to mandatory consumer protections and rights to use the courts available where you live. Liability for fraud, death or personal injury caused by negligence, and other liability that the law prohibits excluding, is preserved.

Optional cancellation form

To The Cow Shed Collective at the address or email above. I/We give notice that I/we cancel my/our contract for the following goods: ____. Auction and lot number(s): ____. Ordered on / received on: ____. Name(s): ____. Address: ____. Date: ____. Signature(s), if sent on paper: ____.