

Consigning goods at the saleroom

Being Covid-19 Secure

Protecting our clients and our staff

To comply with the guidelines surrounding the Covid-19 pandemic we have had to make some changes to how we accept consignments for sale in order to minimise contact and make the spread of the virus less likely. Our new procedure is explained below:

- If you have previously had a valuation visit or received a verbal appraisal at the saleroom or by e-mail you still need to arrange an appointment to consign. Due to current measures in place we are unable to accept some consignments; if your valuation visit or e-mailed appraisal was provided before 23rd March please check with us before making an appointment.
- If we haven't previously indicated that your goods are acceptable for auction please send photographs to auctions@byrnesauctioneers.co.uk. Please include your name and a daytime telephone number as we may need to contact you.
- If your goods are deemed suitable for sale we will invite you to make an appointment to consign.
- Please make sure that all small items are in boxes that are suitable for stacking e.g. fruit boxes or stout cardboard boxes (boxes cannot be returned). They should be able to be carried easily by one person, away from the body.
- **Please bring someone with you to help unload items which take more than one person to lift.**
- Hand washing facilities, hand sanitiser and social distancing are all in place. Gloves may be worn at your discretion.
- You will need to wear a face covering and so will our staff whilst dealing with you inside.
- Please do not arrive at the saleroom before your appointment time as there is no waiting area in reception.
- Please do not unload your items straight away. If possible please phone us when you arrive (01244 681311) and we will direct you or send someone out to help you. If not please come to reception to check in first.
- We will make out a receipt and you will get a copy of this. The receipt will include a brief description of the item(s), any estimates or reserves previously agreed and a sale date. If you wish to be paid by bank transfer please provide these details now. Our commission rates and payment information is on the front of the receipt and our full terms of business are on the reverse.

Please do not arrive at the saleroom without an appointment as we may not be able to accept goods.

If you or any member of your household shows symptoms of Covid-19 prior to the appointment you must not attend.