

## Verbal valuations for sale

### Being Covid-19 Secure

To comply with the guidelines surrounding the Covid-19 pandemic we have had to make some changes to how we carry out verbal valuations at the saleroom in order to minimise contact and make the spread of the virus less likely. Our new procedure is explained below:

- There is currently no drop-in service for valuations.
- If possible we will value your items via e-mail so please send photographs to [auctions@byrnesauctioneers.co.uk](mailto:auctions@byrnesauctioneers.co.uk). Please include your name and a daytime telephone number as we may need to contact you.
- If an e-mail valuation isn't possible or if e-mailed photographs don't provide the right level of information we will invite you to make an appointment to bring the item(s) to the saleroom.
- In certain circumstances, for instance with jewellery or with large quantities, we might ask you to leave items with us for valuation. This will be at the discretion of the valuer.
- Please bring someone with you to help unload items which take more than one person to lift.
- 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 it is possible to phone us when you arrive (01244 681311) please do so and we will direct you what to do next. If not please come to reception to check in first. Please wait outside reception if someone is already at the counter, and wait to be called in.
- You will need to wear a face covering and so will our staff whilst dealing with you inside.
- Hand washing facilities, hand sanitiser and social distancing are all in place at the saleroom. Gloves can be worn at your discretion.
- We will ask you to bring your items in and unpack them. The valuer will use hand sanitiser prior to handling the items and appraise them whilst you remain at a suitable distance. You may make notes at this point which will be helpful if you decide to consign in the future.
- If you wish to consign once the valuation is complete a receipt will be made out and you will get a copy of this. The receipt will include a brief description of the item(s), any estimates or reserves the valuer has given and the 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.
- If you do not wish to consign for sale you will take the item(s) away. Please keep your notes safe and if at a future point you wish to consign please let us know that you have previously had a valuation.

**Please do not arrive at the saleroom without an appointment.**

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