

Online Timed Auction of Commercial Assets / Household Furniture

1. I hereby declare that I am the owner / owner's agent of the items listed and that to the best of my knowledge, the particulars shown on this form are true and complete.
2. All Lots will be sold subject to the Auctioneers Conditions of Sale which are available for inspection at the Auctioneers Office.
3. Voyce Pullin Markets Ltd as auctioneers at Cirencester Auction Centre and acts as principals in all financial transactions. Sale proceeds will be placed in the Voyce Pullin Client Account at Natwest Bank, Thornbury Branch. The collection of all monies is Voyce Pullin Markets Ltd responsibility.
4. All lots are subject to a £2 entry fee (inclusive of VAT) payable in advance of the sale on delivery of items.
5. In accordance with **The Low Voltage Electrical Equipment (Safety) Regulations 1989** no single-phase electrical item can be accepted unless accompanied by a qualified electrician's certificate. All electrical items without a certificate are subject to a PAT test to check they are electrically safe. A charge of £2 (inc VAT) is applicable.
6. Data Protection: Ticking the box gives your consent to receive information via Post, Telephone, Text or Fax from Voyce Pullin Ltd & Voyce Pullin Markets Ltd. This information will not be shared with any other organisation.

Collection of Items

All items either purchased or unsold MUST be collected within 2 working days of the close of sale.

Quality Management/Complaints Handling Procedure (CHP)

We hope that you do not have cause to complain about the services we provide. We regard client care and the standard of service delivered as a top priority. If, however, you do have cause for concern, please initially contact one of the Directors, Mr Jon Pullin MRICS FAAV or Mr Chris Voyce FLAA. The complaints handling procedure of the Royal Institution of Chartered Surveyors is complied with and a copy of the firm's procedure is available for inspection at any Office. Voyce Pullin utilise the Ombudsman Services: Property (formerly Surveyors Ombudsman Service) as the approved redress mechanisms in respect of complaints received from consumers, further details are available from www.surveyors-ombudsman.org.uk or 0845 050 8181. Voyce Pullin also utilise the Neutral Evaluation Procedure for Surveying Disputes as the approved redress mechanism in respect of complaints received from persons or organisations in a business capacity, further details are available from www.idrs.ltd.uk or 020 7520 3800.

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