

INSIDER

Your Seasonal Guide to Buying Government Surplus

Need To Contact A Site Manager?

Finding the contact information for our sites has never been easier! We provide site phone & fax numbers, maps, preview guidelines and loadout information under the Locations tab right on our homepage. Simply click on the appropriate state from the U.S. Map to be directed to a specific location.

Hint: Be sure to leave a message if you don't get through to the site manager, they could be away from their phone assisting another customer. If you experience any difficulty getting through to a site, contact our customer service team for additional assistance.



A-37 Dragonfly



Floating Crane

bid on this



Combat Boots



Inconel



Monitors



Chevy Suburban



Ice Cream Freezers



Iron & Steel Scrap



Molle Assault Packs



Caterpillar Tractor



Mobile Office



Diesel Generator

Bid Deposit Sales

On certain high profile sales events, GL may require a bid deposit. By requiring a bid deposit, we wish to ensure that bids are not placed illegitimately and to ensure that only serious bidders participate. In addition to the bid deposit, GL may also inquire about your ability to fulfill the contract financially and logistically. Upon receipt of your bid deposit, your account will be opened for bidding and you will receive an email containing reverse wire instructions on how to get a refund if you are not declared the high bidder.

Bid Deposits are required per Event ID, and not per lot. Please include your Customer ID number and the Event ID number with your deposit. If you are not deemed the winning bidder, follow the reverse wire instructions you received via email. Hint: If you submit your reverse wire instructions before the sale closes, GL's billing department can begin processing your refund right away. This can substantially speed up the refund turnaround.

Answers To Your Questions

Will I get notified if my credit card declines?



Most invoices are posted online in your account. When a credit card declines, a notice is posted in your account. Simply log on to your account and click the Invoices tab. If your credit card has been declined then you will see the status posted. There are exceptions to this rule. If you are currently a term contract holder and receive your invoices via email, you will also be notified by email should your credit card decline. The best rule of thumb is to follow up. First, check your online invoice within a business day after the sale closes. If your credit card declines and you submit alternate payment arrangements, check your online invoice again within one business day. Since payments are processed within a business day, keeping tabs on your payment status within 24 hours will virtually eliminate unforeseen hassles.

Why do I see "Missing or Invalid Information" when I try to place a bid with my credit card?

The most common reason you would see this error message is if the information on your credit card doesn't exactly match the information on your GL account. For example, if your credit card displays your name in all caps, your name in your GL account also must be in all caps. You'll want to check for matching punctuation, caps, extra spaces or characters, prefixes and suffixes (i.e., Sir, JR, III). If you are sure the information on your account exactly matches the information on your account and you are still receiving the error, please contact our customer service department at (480) 367-1300 and our representatives will be happy to assist you. You are welcome to contact us via email or Live Chat, but it's easier and faster to troubleshoot this type of issue over the phone.

Titling Tips, Part Two

Be sure to keep your contact information, especially your name, up to date at all times in your GL account. Government Liquidation will use this information while preparing your titling documentation. This simple step will prevent unnecessary delays.

If you have any questions, you can reach the Titling Department at GL_Titling@govliquidation.com. If you are sending documents to our mailing address, be sure to send to the attention of the Titling Department. Envelopes can be addressed as follows:

Government Liquidation
Attn: Titling Department
15051 N. Kierland Blvd, Third Floor
Scottsdale, AZ 85254

Buyer's Premium

Did you know that the buyer's premium is a common industry practice? This 10% charge is a premium on the pre-tax total of all invoices. When placing your bid, be sure to factor in the buyer's premium as well as any applicable sales taxes. Other than buyer's premium and sales tax, there are no additional surcharges or premiums assessed to your winning bid amount.

Ready to Remove: A Buyer's Checklist

Have you been declared the winning bidder? Now let's prepare as you get ready to remove your property. Here are a few things to be familiar with that can help the process run smoother.

- ✓ **Plan Ahead** – The removal period lasts for ten business days. If you think you can't remove within this timeline, contact the GL Site Manager right away.
- ✓ **Schedule an Appointment** – It is vital to have a confirmed appointment before heading to the site.
- ✓ **Fax your paperwork to the site**
 - Waiver and Release of Liability (found on invoice)
 - Authorization for Pickup (found on invoice)
- ✓ **Arrive at the site on pick up day** – You are responsible for rigging, loading, securing and transporting purchased property, including all costs and risks associated with removal so be sure to come prepared. In somecases, GL can provide a free tailgate loading.
- ✓ **Don't forget your paperwork** – Whether you remove your property by yourself or hire a third party to do the heavy lifting, make sure you bring all paperwork with you to the loadout appointment.
 - An appointment confirmation – some sites will provide an appointment confirmation printout via email if you request one.
 - A paid-in-full invoice (posted in your online account or emailed to your email address on file.
 - Signed Waiver and Release of Liability and Authorization for Pickup (if applicable).
 - All paperwork specified in the security procedures for each site on our website.
- ✓ **Remove your entire lot** - Unless stated otherwise, all lots include cartons, pallets, shrink-wrap, bands, crates, etc, and you must remove the entire lot. You are responsible for the disposal of your unwanted items.
- ✓ **Check before you leave** - Keep in mind you or your agents are responsible for property count and verification of lots purchased at the time of removal. If the property is not acceptable for any reason, please do not remove it.



CHECKLIST