

Dealing with Bidder Disputes

LiveAuctioneers works hard to ensure our non-paying bidder rates are the lowest in the industry.

We have introduced the "**Credit Card Validator**," a way to authenticate bidders through credit card verification. [Read more about the Credit Card Validator.](#)

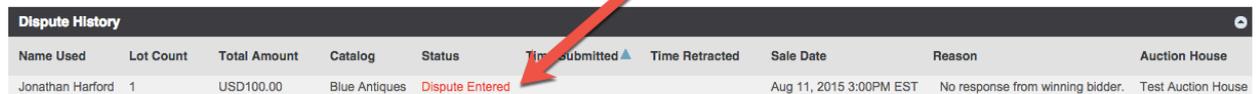
You may also continue to search the Disputes Database (in your "Bidders" tab), consult the LiveAuctioneers forums, or ask the LiveAuctioneers Support team for help (email support@liveauctioneers.com).

In the rare event a bidder refuses to complete the transaction, you can file a dispute against the bidder and contact the leading LiveAuctioneers underbidder on the lot.

Filing a Dispute

When you file a dispute against a bidder, you are creating a permanent mark on their account and notifying other sellers of the non-payment. If a bidder receives two disputes, their account will be suspended and buying at auction forbidden until the disputes are resolved.

Jonathan Harford
Username: Jonathan_Harford
Items Won: 51 or more



| Name Used | Lot Count | Total Amount | Catalog | Status | Time Submitted ▲ | Time Retracted | Sale Date | Reason | Auction House |
|------------------|-----------|--------------|---------------|-----------------|------------------|----------------|-------------------------|----------------------------------|--------------------|
| Jonathan Harford | 1 | USD100.00 | Blue Antiques | Dispute Entered | | | Aug 11, 2015 3:00PM EST | No response from winning bidder. | Test Auction House |

You must wait 5 days after the auction to file a dispute.

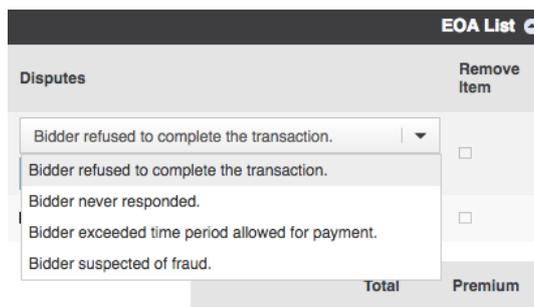
To file a dispute, go to *Post Auction > Select Catalog Title > EOA*.

Find the bidder on the EOA list and select the Dispute box next to their name.



| Lot # | Auction Title | Hammer Price | First Name | Last Name | White Label | Username | Email | Paddle | Paid | Shipped | Disputes | Remove Item |
|-------|-----------------------|--------------|------------|-----------|-------------|-----------------|-------------------------------------|--------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2 | Test Lot **DO NOT BID | \$900.00 | Rebecca | Stewart | | rebecca-stewart | rebecca.stewart@liveauctioneers.com | 901 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Test Lot **DO NOT BID | \$3,800.00 | Rebecca | Stewart | | rebecca-stewart | rebecca.stewart@liveauctioneers.com | 901 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

A drop-down box will appear asking you for the reason behind filing this dispute



EOA List

Disputes

Bidder refused to complete the transaction. ▼

- Bidder refused to complete the transaction.
- Bidder never responded.
- Bidder exceeded time period allowed for payment.
- Bidder suspected of fraud.

Total Premium

Suspended

If a bidder receives two or more disputes on their account, they will be suspended and lose their ability to participate in any online live auctions through LiveAuctioneers.com.

Once a bidder has been suspended:

1. Status is immediately changed to “Suspended” for all auctions in which the bidder is registered
2. Bidder is notified via e-mail and in the ‘My Profile’ section of their account
3. All pending absentee bids will remain unsubmitted and in pending status until all disputes have been resolved