

FAQs for UNICEF Auction for Action 2012

1. How can I join UNICEF Auction for Action 2012 starting October 1?

The only way you can participate in Auction for Action 2012 is through eBay.ph
If you have an existing eBay.ph / eBay.com account, proceed directly to www.eBay.ph/UNICEF starting October 1, login and start placing your bids.

If you don't have an eBay account, here's how you can get one for free!

How to register for a free eBay.ph account:

- 1. Go to www.ebay.ph to register for a free account or click here directly (<https://scgi.ebay.ph/ws/eBayISAPI.dll?RegisterEnterInfo>).*
- 2. Fill up all the required fields and create your own unique eBay.ph user ID. Click the 'Continue' button.*
- 3. Once you have successfully submitted your registration details, eBay.ph automatically sends you an email to the email address you indicated in your registration form. In eBay.ph email message you received, click the 'Activate Now' button to confirm your registration.*
- 4. Now that you have your own free eBay.ph account, you can start bidding at www.ebay.ph!*

Note: Check your email account's Junk/Spam folder in case eBay.ph's email was sent there.

2. What are my payment options on eBay.ph?

Winning bidders have a number of options to settle their payments after the auction – through PayPal, direct bank deposit, or credit card payment. Cheque payments may be accepted but will be subject to clearing.

Each successful buyer will be individually contacted by UNICEF Philippines and sent payment instructions after the close of the auction.

3. What's the deadline for payment?

Winning bidders are required to settle payment within 7 working days after winning the bid/s. In case of non-settlement of payment within the prescribed period, items will then be offered to the 2nd highest bidder.

4. How and when can I claim the item/s I've won? Is shipping free?

As with most eBay sellers, shipment of items won will be shouldered by the buyer. Items may also be picked-up from the UNICEF office located in Makati City. Full details about the item pick-up will also be agreed and discussed with each buyer prior to shipment.

For items to be picked-up, we request a one-day prior notice for the processing and issuance of gate passes. This is to avoid the inconvenience of long waiting times for the buyer.

Domestic shipping may also be arranged if you wish to have the items shipped to your desired address. Shipping costs are shouldered by the buyer. As costs vary per item and destination, UNICEF Philippines will send the estimated shipping cost, and once agreed, buyer will be required to settle the cost of shipping prior to shipment.

5. I already paid for my item. What happens if I can't claim it immediately?

UNICEF Philippines may agree to keep the items for a reasonable period of time for the buyer on a case-by-case basis.

6. If I live outside the Philippines, can I still join UNICEF Auction for Action 2012?

Everyone is welcome to participate in the auction, however, we can only ship items within the Philippines. For those living overseas, you will be a local Philippine shipping address, or have an authorized representative pick-up your item.

7. Can I view the actual item anywhere before the auction?

All items are only available for viewing online on www.unicef.ph

8. What if I don't like the item when it is delivered. Can I get my money back?

All items are one-of-a kind, and made by leading designers and artists in the Philippines. Items are considered sold once won. Buyers are advised to research an artist or designer prior to bidding for an item, since a no return policy applies to the auction.

9. What if the item is damaged upon shipping?

UNICEF Philippines works with only reputable shipping or courier companies and will take all reasonable care in packing the items prior to shipment. However, some items for auction are extremely fragile and may not be eligible for shipping. These items will be marked as such, and buyers will be responsible for picking up the items won.

10. Who do I contact if I have any questions or inquiries about Auction for Action?

You may call the UNICEF customer hotline at 758-1000, or 901-0160 or email us at psfrmanila@unicef.org