

### **How can I participate in the auction?**

Register for the auction clicking on "Login" found in the left hand corner.

*Payment information is not required to register, however you must register in order to bid on items.*

Review the auction items by clicking on the product category - be sure to scroll down

Find an item you're interested in? Great, enter a bid amount or MAX Bid amount & the system will proxy bid up for you, at the listed bid increment amount, until it reaches your maximum.

You can also click on BUY IT NOW to secure the item instantly.

### **How do I pay?**

BidOnCleveland.com is now an **AUTO PAY** auction.

At the close of the auction, winners will receive a confirmation e-mail.

Winners will have three business days hours to submit payment using the payment link provided in the winner confirmation e-mail.

Winners may use any one of the four major credit cards (Master Card, Visa, Amex, Discover) to submit payment during this time.

Important: Bidders who win an item that has a retail value of \$10,000 may contact NeoFill within the first 72 hours to setup special payment using two forms of credit card.

**PLEASE NOTE** - As a buyer, the winning bidder is obligated to complete the transaction with the seller if they are the highest bidder at the end of an auction (meeting the applicable minimum bid or reserve requirements) and their bid is accepted by the seller, unless the item is listed in a category for Non-Binding Bids or the transaction is prohibited by law or by NeoFill's terms and conditions. Upon auction close, the **winning bidder will have three business days submit payment** using a valid credit card. ***In the event that the winning bidder does not submit payment within this time frame, the winning bidder authorizes NeoFill® to process payment using the validated credit card used to authorize bidding.***

Once payment has been submitted the winning bidder will receive payment confirmation at the email address they entered when registering.

### **How do I receive my item?**

All items will be shipped in the form of a watermarked certificate or via Print on Demand Offering.; actual items will not be mailed.

The certificate is then to be redeemed by merchant. Please make sure to present your certificate at the time of purchase to the merchant.

If the item certificate states pick up at IHeart Media; that item will be available between 9am - 5pm Monday through Friday at the IHeart Media Studios office located at 6200 Oak Tree Blvd. 4<sup>th</sup> floor Cleveland OH 44131. *(Items will not be available at the studios prior to September 14.)*

*Photo ID & Payment Confirmation are required in order to redeem your item.*

### **How Do I Request A New Username?**

When changing a user name the account will have to be deleted and a new account will have to be created. All other account information can be updated by calling 866-311-9806. By deleting an account all bids will be lost. If you would like us to delete your account please call 866-311-9806. *(Auction user name can be changed by Neofill if deemed misleading or inappropriate.)*

### **What if I Forgot My Username?**

If you forgot your username or call our customer support team directly at 866-311-9806

### **What if I Forgot my Password?**

Click on "Forget Your Password" link that is located on the home page of the auction site under the login box and follow instructions. . If you need further assistance please call us toll free at 866-311-9806. You may change your password by clicking on your "My Account" tab that is located in your Control Panel.

Other Terms & Conditions are listed here: <http://xcle.neofillbids.com/terms.php>