

FREQUENTLY ASKED QUESTIONS – 3DEO, Inc. Auction

Registration & Bidding

- **Can I register with a P.O. Box?** No, a valid street address is required. P.O. Box registrations are treated as incomplete and won't be processed.
- **Can I retract a bid?** No. All bids, online or live, are final and binding once submitted.
- **I registered, when will I be approved to bid?** Approval may take 24 hours or longer.
- **Can I register if I have a negative rating on Bidspotter?** Yes, but it's subject to the Auctioneer's review and approval, and may require a refundable security deposit. If a deposit is required, it must be received within 24 hours of the auction close to be approved in time to bid.

Payment

- **Where is my invoice?** Invoices are sent out within a few hours of the final close of the auction. If you have not received your invoice, please check your junk/spam folder. To help ensure delivery, add auctions@btesto.com to your email contacts, as this is the address used for invoicing.
- **What forms of payment are accepted?** Cashier's Check or Wire Transfer only. No cash, personal checks, or credit cards.
- **Do you accept credit cards?** No, we don't accept credit cards. Bidspotter uses your credit card for verification purposes only and we don't have access to that information for billing purposes.
- **How much is the Buyer's Premium?** 18.5%, increasing to 20% if you don't pay within the 48-hour window.
- **When is payment due?** Within 48 hours of the sale (deadline: no later than 2:00 PM Thursday, Aug 20, 2026). No matter the invoice total, all invoices are due and payable by the deadline or subject to a 20% buyer's premium.
- **What happens if I don't pay on time?** If payment isn't received by the deadline, the Auctioneer reserves the right to charge a late fee in the amount of 2.5% of the total bid, for a total of 20% buyer's premium. Please contact Brenda before the deadline, if your invoice will not be paid on time.
- **Do out-of-country buyers need a deposit?** Yes — a refundable \$2,500 security deposit by wire, due by noon Monday, Aug 17, 2026.
- **Where do wire instructions come from?** Per the terms, wire instructions are provided *with your invoice*.
- **Are refunds available?** No — all sales are final.

Taxes

- **Do I pay sales tax?** Yes, unless you provide a valid California Resale Number/Resale Certificate, or proof of out-of-state/out-of-country shipment (Bill of Lading/Waybill). Otherwise tax is charged and refunded later if you submit qualifying proof.

Pickup / Removal

- **When is checkout?** Wed Aug 19 – Fri Aug 21, 2026, 9 AM–4 PM, by appointment only.
- **Do you provide shipping?** No, we don't provide or arrange shipping. The buyer is responsible for packing up all purchases and making all shipping arrangements.

- **Do you provide packing supplies.** No, we don't supply pallets, boxes, shipping tape, or any other packing materials, and there are none available at the auction site. Buyer is responsible for bringing all needed equipment, packing supplies and providing the labor necessary to remove their assets from the facility in a safe and timely manner.
- **What about large equipment needing rigging?** **Pick up for large equipment needing rigging** can be scheduled for the following week (Aug 24–28) but **MUST** be arranged by 4 PM Fri Aug 21. Call Matthew for an appointment.
- **What if I miss the deadline to pickup?** You forfeit the item with no refund.
- **Are forklifts provided?** No, buyers must supply their own.
- **Do movers need insurance?** Yes, a Certificate of Insurance (COI) showing \$2M General Liability, naming the Auctioneer and Landlord as additional insureds.
- **Do you have a list of Riggers?** Yes, you can find a list Riggers, that have already submitted their COI, on our website. **Disclaimer:** This list is provided for referral purposes only. The riggers listed are not endorsed, recommended, or guaranteed by our organization. We maintain no business affiliation with any listed contractor. Users are solely responsible for conducting their own due diligence, verifying credentials, and making hiring decisions. We assume no liability for the work performed by any rigger on this list.

Auction Contacts – Brian Testo Associates, LLC

Contact	Role	Email	Phone
Brenda	Registration, invoicing & payments	auctions@btesto.com	(818) 674-8990
Matthew	Inspection & Checkout Appointments	matthew@btesto.com	(808) 344-6098
Brian	Auctioneer	brian@btesto.com	(818) 312-1699

Note: Reception at the auction site is challenging. If you can't reach someone, please leave a message *AND* send an email — they'll respond as soon as possible.

BidSpotter Support: 1-866-597-2437 (US, toll-free)