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GUIDE TO ONLINE AUCTION



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1. Find the right items and learn more about interesting items

Search

You will find the search box from the top of the site. You can search items with a different keywords or item number.



Items list

You will find the items list from the front page and auction page. List is sorted by item number and list view selected by default. If you prefer larger thumbnail images, you can select the grid view.

At the moment, we have over 3000 items in the auction!

There is staggering amount of items in our auction, at the moment over 3000 items on sale! Explore the items closely and make your bids. You can easily browse by category or you can create your own filter.




Collectibles - vintage
 Fashion - Vintage
 Graphics
 Silver
 Jewellery
 Glass
 Porcelain etc.
 Watches
 Knives
 Old fascinating books
 Old foreign books
 History and war
 Philatelic literature
 Hobby books
 Magazines
 Comics
 Music and films
 Autographs and objects

Filter Find from filtered items

× Collectibles - vintage

Grid List

Items found: 368
Items visible: 101

1	Collectibles - vintage Fashion - Vintage	Chanel ca 1970 handbag stiched satin. Gilded lock and molded glass imitating emerald and Ja ruby. Gold colored metal chain, quite good condition with...	400 €	
2	Collectibles - vintage Fashion - Vintage	Chanel, Karl Lagerfeld Resort Collection 2010 - Coco sur le Lido - red, white, Jeans bag, stiched. Good condition, only small traces of use	500 €	
				

Category list

Select Menu from the top menu and you will see the quick links to the different categories. You can also select Browse all items.

Items open

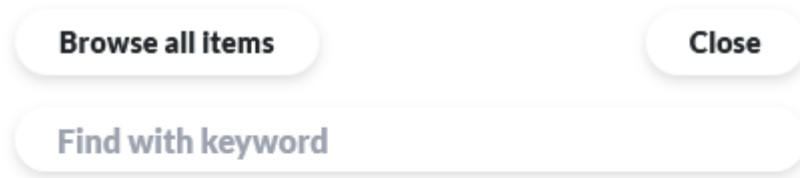
[Collectibles - vintage](#) [Stamps from other countries](#) [Finnish stamps](#) [Coins](#) [Military](#)

[Mystery boxes](#) [Postcards](#)

[Browse all items](#)

Filtering the items

You can find Filter button from the left above the items list. Click Filter and select the price range and categories and sub-categories by your interest. For example, you can just select Postcards and the system shows all postcards to you immediately.



Filter

Price 20 € - 929 €

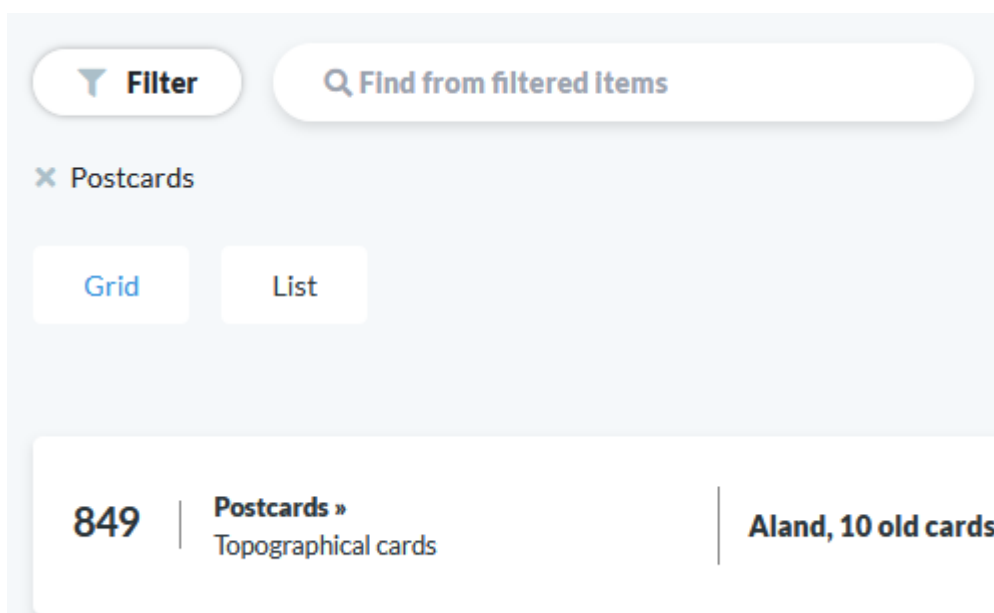


Categories ▼

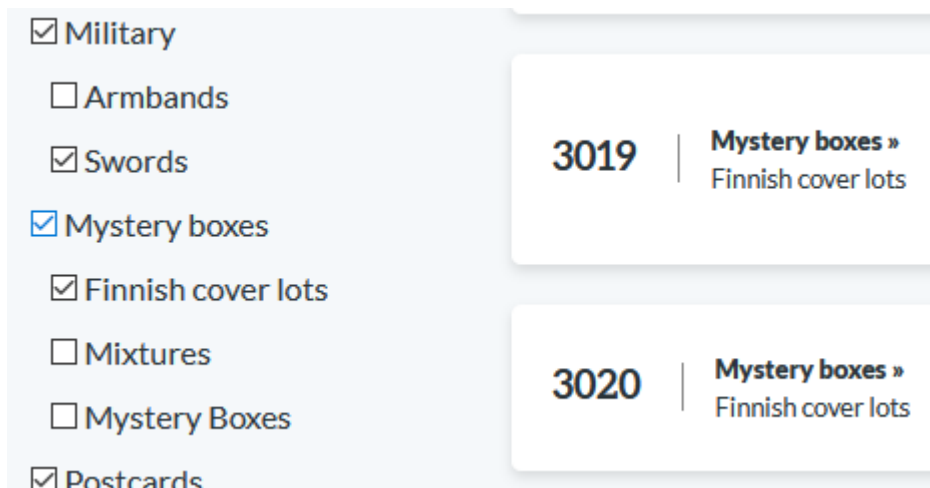
- Collectibles - vintage
 - Fashion - Vintage
 - Graphics
 - Silver

From postcards you can search with a keyword by using “Find from filtered items” -field. The system will show you the matches.

You can unselect different filters by clicking the little cross before the filter title.



You can filter categories and sub-categories from the sidebar.



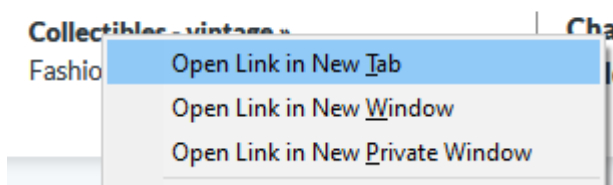
If you want to clear all filters press Filter and you can find Clear filters link from the bottom.



[Clear filters](#)

Open the interesting items to the new tab

Click the interesting item with right button of your mouse and select Open link in new tab. This is the good way to continue exploring from the same position and filters from the first tab. Notice that some browsers might use different terms and methods. If you are using mobile phone, you can press item longer to open same kind of menu and select new tab.



Item information and ask for more information

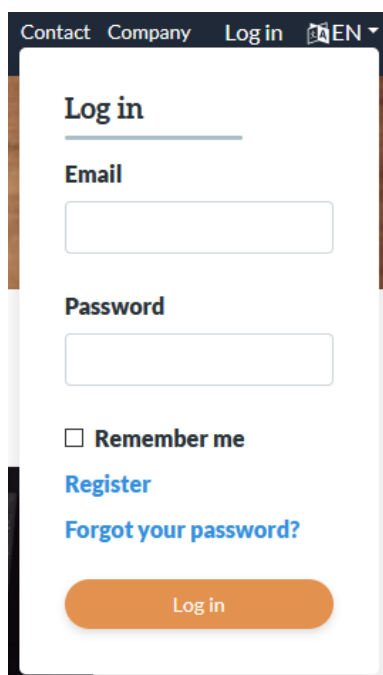
From the item page you will find all the data of the item. If you want to ask some more information, navigate to the contact page and take contact with the form. Remember to attach the item number to the message.

Zoom the item images

You can click the images to get better view of the product. Zoon to the full size image by clicking the big image you just opened or click magnifying glass -symbol from right top. You can close zoomed image by clicking cross symbol from right top.



2. User properties



Contact Company Log in EN

Log in

Email

Password

Remember me

[Register](#)

[Forgot your password?](#)

Log in

Log in

Select “Log in” from the top menu and you can login with your email and password. Select Remember me if you want to log in automatically next time with same device.

Create an account

Select “Log in” from the top menu and click Register link. Follow the guiding and fill the register form.

Reset your password

Select “Log in” from the top menu and click Forgot your password. Fill your account email and you will get a link to your email. With that link you can set the new password.

Problem to reset password with Yahoo email?

Our system emails to Yahoo service might have some delay or someone won't get mails at all. In this case, contact us, tel. +358 2 254 7200 or by email myynti@filateliapalvelu.com

Forgot your account?

If you are unsure if you are registered or you don't remember your password, contact us so we can solve the matter, tel. +358 2 254 7200 or by email myynti@filateliapalvelu.com

Change your own information (For logged in users)

Click account button from the top menu and select Your information. You can change your personal information and payment method. You can also select delivery settings (freight or pick up) for the items you have won.


Am I logged in?

You are logged in to online auction system, if see this user account -symbol in the main menu instead of “log in”:



You can find all your personal data by clicking this user account -symbol.

Problems to log in?

If you try to log in and you get error message “Log in error, please refresh the page” you can reload your browser tab by clickin F5 or press reload-symbol: 

After this you can try to login again.

3. Make the bid and follow your biddings (For logged in users)

You must accept the auctions rules before joining the auction.

Make the bid

You can make the bid from the item page. Just fill the maximum price that you are ready to bid and press Make bid button. After this the system will automatically raise the current price for the winning bid.

Bid history is also visible in the item page. Maximum bids are always secret so leaving the bid is safe.

Price now 130 €



Make bid

Start price	40 €
Open for bids	01.03.2021 - 20.03.2021
Minimum raise	10 €
Category	<u>Collectibles - vintage</u>
Subcategory	<u>Graphics</u>

Bid history

05.03.2021 13:40:56 - 120 €

If someone has already made a higher bid than yours, you will get notice immediately. After that, you can easily raise your bid.



Make bid

There is already an offer on the item 130 €.

Your own biddings

Click the account button from the top menu and select Biddings. From the biddings page you will find your winning bids with costs and lost bids.

Biddings

Here you find all your bids

Winning

Catalog Number	Bid time	Item	Price now	Your offer	Winning
23	2023-03-07 10:00:00	Item 1	20	20	Yes
24	2023-03-07 10:00:00	Item 2	150	150	Yes
Estimated expenses			170		
			+37.4	commission (22%)	
			+3 €	delivery costs	
Estimated total amount			213.8 €	+ freight costs	

Lost bids

Catalog Number	Bid time	Item	Your bid	Price now	Winning
25	2023-03-07 10:00:00	Item 3	120	130	No

Email message if someone raise your bid

You get an email message if your bid is not highest anymore.

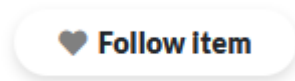
Yahoo email might have some problems

You might have some problems to get our system emails if you are using Yahoo email service. In this case we recommend to use Biddings page more often.

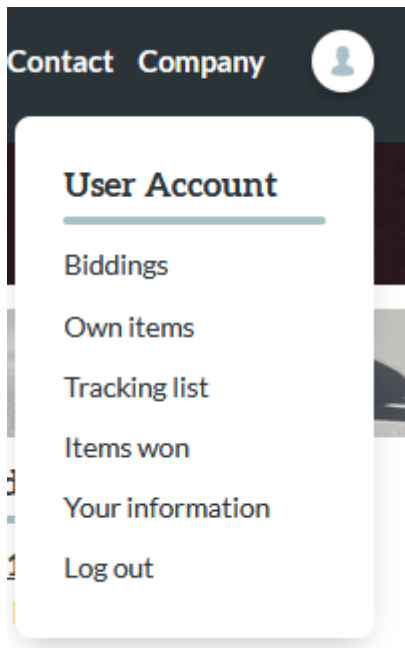
4. Follow the interesting items (For logged in users)

Follow the item

You can click Follow item button from the right top of the item page. Click that button to add current item to your own tracking list.



From the top menu, you can find account button and from that menu you can select Tracking list.



You can find your all tracked items from the tracking list. There you can find current price and links to tracked items. It is also easy to print your tracking list.

Tracking list

Here is your tracking list. To this list you can also mark the items you want to view during the pre-auction viewing. In that case, print the list, take it with you and show it to our staff. You need to book a slot to the viewing in advance from our customer service, tel. 02 254 7200 (Monday to Friday from 9am to 5pm) or by sending e-mail to myynti@filateliapalvelu.com

Print list

Items to be tracked

Catalog Number	Item	Category	Subcategory	Price now	Remove tracking
314	Chanel Karl Lagerfeld conditioner case with bell	Collectibles - vintage	Fashion - Vintage	130	✕
1214	Silver (815) Real Cross plates	Collectibles - vintage	Silver	No bids	✕
3232	Camera jewel with chain gold	Collectibles - vintage	Jewellery	20	✕
4101	Gold ring from early 20th century, no color gold	Collectibles - vintage	Jewellery	No bids	✕

Top-lists for following the hottest items

Click "Menu" from the main menu and you can find Top-lists from the mega-menu. There are the most interesting real-time statistics about the auction items in the Top-lists. You will find the items with the most bids, as well as the most valuable items.

5. Participate in the Live Auction (For logged in users)

What does the Live Auction mean?

In addition to pre-bids, our auction has a real-time auction physically and digitally at the same time. The physical auction will be conducted from Naantali Finland, but the same view will be visible to all logged in users around the world.

You can find “Open for bids” from item information. It tells you when you can make the pre-bids and when the Live Auction begins. Please note that Live Auctions may have been split over several times and different items having different opening hours for pre-bids. You can find the schedule on the front page of the auction.

Live Auction online

It is easy to part of the Live Auction in an online auction system. At the top of the online auction, there will always be the “Go to the live auction from here” button where you can click yourself to the Live Auction view.

HellmanLIVE is underway! Go to the live auction from here »

Items progress in order of item numbers. Each item is pre-assigned a time of 10 to 30 seconds, depending on the auction. If the time is less than 10 seconds and a new bid is made to the item, the clock is reset to 10 seconds.

In a live auction you can no longer set a maximum bid. You can only bid with at minimum raise intervals in a live auction. You can't make bid if your offer is already going to win.

Price now **420 €**

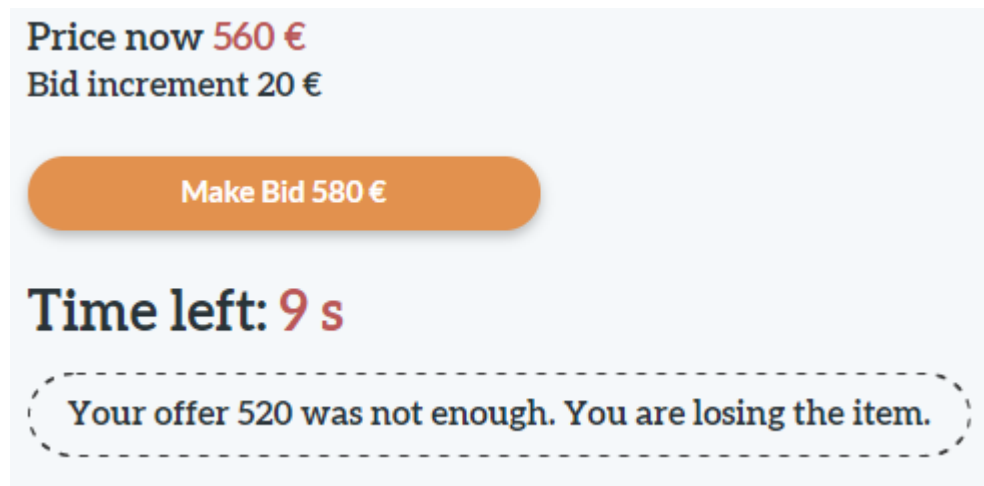
Bid increment **20 €**

Make Bid 440 €

Time left: 3 s

Your offer 420 € is winning

If someone makes a higher bid than your bid was, price now will red at the Live auction.



Price now 560 €
Bid increment 20 €

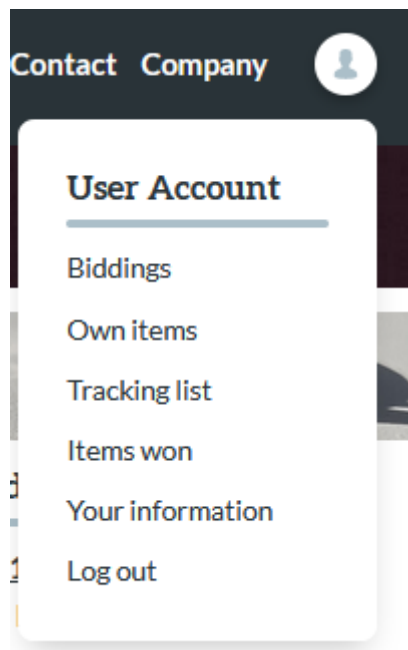
Make Bid 580 €

Time left: 9 s

Your offer 520 was not enough. You are losing the item.

Items you have won

To find you won items, click user account symbol, and select won items.



6. After sales (For logged in users)

How to buy items on after sales

If some item does not get any bids at all, this item will be moved to after sales instantly when this item bidding time is ended in the Live Auction. You can buy after sale items with start price. The after sale items are sold to the fastest user who has accepted the terms and pressed the "Buy" button.

Price now 20 €

20

I accept the terms and purchase the item

Buy

To find After sales, click "Menu" from the main menu and you can find "After sale xx" from the mega-menu. Xx means auction number where the item has been moved to after sales.

▼ Menu

Calendar

Auction 120

After sale 120