

PLUMBME – Frequently Asked Questions

1. I Can't Login?

If your account number starts with a ZERO(s) remove the ZERO(s) to login with your Plumbing World Account i.e. 042081 use 42081 as your Bidder ID and then your password. Alternatively contact us (details at bottom of page).

2. A Security Warning Pop Up screen appears when I try to login?

This happens on newer versions of Microsoft Internet Explorer (web browser). This feature is automatically set to *Prompt* in Microsoft Internet Explorer. To fix this problem in your web browser go to:

Tools>Internet Options>Security>Custom Level>Display Mixed Content: Click Enable.

Alternatively you can click yes on the security warning pop up screen. Both these options will not affect your computers security.

3. What happens when I win a Plumb Me auction?

You will be notified by email that you are the successful winner (click the "My Purchases" button when logged in to Plumb Me to view your purchases), goods will be charged to your Plumbing World account including any delivery costs, and goods dispatched according to auctions specifications.

4. How long does it take for my goods to arrive?

Allow up to 5 working days for your goods to arrive; these may be dispatched to your home, business or Plumbing World Home Branch, depending on your auctions specifications.

5. Can I retract my bid?

In some instances you may wish to retract your bid during the auction, please contact Plumb Me if you wish to retract your bid. Bids may not be retracted after the auction is closed. Please read and familiarize yourself with PLUMB ME's Terms and Conditions.

6. How often are new auctions available?

New products (lots) are uploaded daily for you to view, purchase and bid on.

7. Do I receive rebate for goods purchased at auction?

Yes*.

8. Do I receive max points for goods purchased at auction?

Yes*. If you have registered for Max Points and the listed products are linked with any Max Points promotions running at time of purchase.

9. Can I return products purchased at auction?

Please choose carefully as we are unable to exchange or return product if you have changed your mind after the auction has closed. We will ensure we meet our obligations under the Consumers Guarantees Act 1993 and the Fair Trading Act 1986 for faulty items. Delivery charges are non-refundable. Please contact Plumb Me administration regarding all warranty's and returns claims.

* *Standard Plumbing World Terms of Trade apply.*

For **Help & Enquires** email PLUMB ME administration on plumbme@plumbingworld.co.nz or
phone (06) 350 1240 between 8am-5pm Monday-Friday

“Happy Bidding”