

**HOW DO I REGISTER AS A USER ON BEESWINKEL?**

You are required to register as a user by completing the online "User Registration Page" on the Website and submitting it to Beeswinkel.

**HOW OLD MUST I BE TO PARTICIPATE IN THE BEESWINKEL ONLINE AUCTION?**

All buyers must be 21 years of age and older.

**HOW DO I KEEP MY INFORMATION CONFIDENTIAL?**

You (the registered user) are solely responsible for keeping your personal username and password secure and confidential. You should not disclose your username or password to any other party.

**WHAT DO I DO WHEN I FEEL THAT MY USERNAME AND PASSWORD HAVE BEEN COMPROMISED?**

If you believe that your username and/or password have been compromised or if you are aware of any other breach of security regarding the site, then you must notify us (Beeswinkel) immediately.

**HOW DO I PAY FOR THE ANIMALS?**

For all sales, payments for purchases must be made via electronic transfer of funds and made payable to Beeswinkel (Pty) Ltd.

**WHERE DO I GET BEESWINKEL'S ACCOUNT DETAILS?**

Account details will appear on all invoices and statements.

**WHAT IS BEESWINKEL?**

Through this website, we (Beeswinkel) provide a real time electronic trading platform service to enable registered purchases to obtain the best lowest prices for a range of products/services from a number of registered suppliers. Registered users of this platform will be charged as per their

contractual arrangement with us. We are not auctioneers.

**MUST USERS COMPLETE A CREDIT APPLICATION FORM?**

All buyers must complete a credit application form and will be screened by CGIC our credit guarantee service provider for a maximum purchase amount.

**WHAT PERCENTAGE ADMIN FEE IS PAYABLE TO BEESWINKEL FROM THE SELLER?**

All sales are subject to the sellers admin fee of 2.5% payable to Beeswinkel for all sales through our platform, payable 7 days after removal by the buyer or 4% admin fee payable by the seller to Beeswinkel for payment 48 hours after removal of the lot(s) sold, on delivery of correct invoice and weigh bridge slips for the lots sold. If a seller makes use of a service provider, the seller will pay 3% commission on all transactions.

**WHAT PERCENTAGE ADMIN FEE DO BUYERS PAY?**

Buyers does not pay any commission.

**WHAT PERCENTAGE ADMIN FEE DO NAMIBIANS HAVE TO PAY?**

Sellers from Namibia acknowledge and agree that 2.5% sellers admin fee is payable to Beeswinkel after a successful sale. If a seller in Namibia makes use of a service provider, the seller will pay 3% commission on all transactions.

**CAN THE ADMIN FEE STRUCTURE CHANGE?**

Beeswinkel reserve the right to, at its own discretion, to change the admin fee structure for buyers and sellers.

**WHERE DO BUYERS IN NEIGHBOURING COUNTRIES KEEP THEIR ANIMALS?**

Buyers from neighbouring countries acknowledge and agree to submit in

writing proof of an agreement with a quarantine station that will collect and keep such animals until time of export thereof.

**WHEN WILL THE PAYMENT STRUCTURE START?**

Payment structure (payment days agreed upon) will start on the date on which all relevant documents were sent to Beeswinkel [admin@beeswinkel.co.za](mailto:admin@beeswinkel.co.za).

**WHEN WILL A BUYER RECEIVE THEIR INVOICE?**

Beeswinkel will issue an invoice to the buyer once all the supporting documents were received from the seller.

**CAN A BUYER RETRACT THEIR PURCHASE OFFER?**

Buyers must acknowledge and agree that they will not and cannot retract their purchase offer.

**ARE ALL LOTS VIDEO INSPECTED?**

Buyers acknowledges that all item/lots were available for video inspection prior to the sale and were satisfied.

**DOES BEESWINKEL CONTROL THE QUALITY OF THE ANIMALS?**

Beeswinkel does not have control over the item/lots that are posted on the site and cannot guarantee the authenticity and quality of said product.

**WHAT WILL BEESWINKEL DO WHEN THEY ARE INFORMED OF A MISREPRESENTATION?**

Beeswinkel will then negotiate with the seller for a different price or; cancel the sale agreement. No Buyer will be forced to accept animals that he did not buy.

**WHAT HAPPENS WHEN BEESWINKEL CANCELS THE SALE?**

If discovery happens after the animals were delivered to the

buyer, and the animals needs to be returned to the seller, the seller will have to pay for the transport in advance as well as all other costs incurred by the buyer in terms of medical treatment, feed etc. If discovery happens after the sale but before animals are loaded and Beeswinkel needs to cancel the sale, the Seller will be blocked from any further participation on Beeswinkel's electronic trading platform.

#### **WILL A BUYER RECEIVE A RECEIPT WHEN THEY BUY AN ANIMAL?**

Buyers will be furnished an electronic receipt at the conclusion of the sale. Buyers must therefore provide Beeswinkel with their current, correct email address, phone number and physical address.

#### **WHEN DOES THE ANIMAL BECOME THE RESPONSIBILITY OF THE OWNER?**

Livestock or any other animal bought through Beeswinkel becomes the full responsibility of the buyer at the time of removal from the seller. Removal is at the expense, risk and liability of the buyer.

#### **CAN SOMEONE ELSE PICK UP THE ANIMAL OTHER THAN THE BUYER?**

Any buyer having someone, other than himself, pick up his purchases, must notify Beeswinkel in writing.

#### **WHAT HAPPENS IF YOU CAN'T PICK UP YOUR LOT ON THE SPECIFIED DATE?**

After the final removal date, unless previous arrangements have been made, there will be a per day, per item/lot storage fee charged to the buyer on any lots not fully removed. It is the responsibility of the buyer to completely remove any animals purchased by him and should any part of any lot of animals be abandoned, the buyer will be liable for any expenses involved in its removal.

#### **DOES THE BUYER NEED TO PAY A DEPOSIT?**

Beeswinkel can/will at its own

discretion request a deposit form buyers before they are allowed to make a buy/purchase.

#### **HOW DO YOU KNOW IF YOU ARE THE BUYER OF THE LOT?**

The final buyer shall be designated at the end of each sale. Beeswinkel's designation of the buyer will be final.

#### **HOW DO I REMOVE MY NAME FROM YOUR MAILING LIST?**

Beeswinkel uses an email mailing list to notify its customers about online and live sales. If you are receiving a particular mail and wish to discontinue receiving future emails, simply forward the received email to Beeswinkel to have your name promptly removed from our list.

#### **WHEN CAN YOU LOAD THE ANIMALS?**

Animals must be loaded within 7 days after the auction. Before loading, all sellers must be in possession of a written authorisation from Beeswinkel (Pty) Ltd to load the animals that have been sold to us. We will not make any payments if the seller loaded animals onto unauthorized trucks.

#### **WHERE CAN I GET AUTHORISATION?**

Kindly obtain authorisation from [admin@beeswinkel.co.za](mailto:admin@beeswinkel.co.za).

#### **AT WHAT TIME DOES THE ANIMALS NEED TO BE LOADED?**

All animals needs to be loaded before 10:00 am. If animals will not be loaded before 10:00 am, Beeswinkel must be notified immediately.

#### **WHO NEEDS TO PAY FOR TRANSPORT?**

The buyer is responsible for all transport costs involved in any purchase and the full amount is payable to the transport contractor within 7 days of invoicing.

#### **HOW DO YOU CALCULATE THE TRANSPORT COST?**

We use the weight and number of calves that have been offered to

calculate the transport cost per kg. If fewer calves are loaded than was offered, the transportation cost increases.

#### **CAN THE SELLER REFUSE THE SALE OF A SLAUGHTER ANIMAL?**

Since farmers/sellers do not know who the buyer is until after the sale, slaughter animals are the only animals sold on this platform where the seller has the right to refuse the sale on presentation of details of such a buyer's identity, his distance to the abattoir and their penalization structure.

#### **HOW DOES THE WEIGHT OF ANIMALS BE DETERMINED ON WHICH BUYER WILL BE INVOICED?**

Standard practice is to make use of the closest weighbridge by weighing the trucks before loading and again after loading the animals. If there is no weighbridge available sellers need to indicate if animals will be weighed individually or in groups – if a buyer is not happy with the weighing method he should not buy that specific lot.

#### **HOW DOES A BUYER MANAGE WEIGHT LOSS AFTER A PURCHASE?**

Industry standard allow 1% of weight loss for every 100km travelled up to a maximum of 10%.

