

How can I participate in the auction?

- Register for the auction clicking on “Login” found in the left hand corner.
 - *Credit card information is required to register.*
- 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 and the system will proxy bid up for you, at the listed bid increment amount, until it reaches your maximum.

How do I pay?

- MadisonBids.com is now a **SAME DAY PAY** auction.
- At the close of the auction, winners will receive a confirmation e-mail.
- Winners will have until 11:59pm to submit payment using a valid credit card and the payment link provided in the winner confirmation e-mail.
- In the event that you do not submit payment within this time frame, you authorize Neofill to process payment using the validated credit card used to authorize bidding.
- Winners may use any one of the four (4) major credit cards (Master Card, Visa, AMEX, Discover) to submit payment during this time.
- **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) 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 (3) business days to 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 e-mail address they entered when registering.

How do I receive my item?

- All items will be print on demand unless otherwise noted.
- 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 is not print on demand, you must pick up the certificate at iHeartRadio; certificates will be available between 8am – 5pm Monday through Friday at the iHeartRadio Studios office located at 2651 S. Fish Hatchery Rd., Madison, WI 53711.**
- Photo ID and payment confirmation are required in order to redeem your item.

How do I request a new username?

- When changing a username – 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 username can be changed by Neofill if deemed misleading or inappropriate.)*

What if I forgot my username?

- If you forgot your username – please call our customer support team directly at 866-311-9806 during regular business hours.

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 the 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 and Conditions are listed here: <http://xmad.neofillbids.com/terms.php>