

FEE-BACK

MORE ABOUT OUR FEES & YOUR CHOICES



How It Works:

Giving more control to the Seller

At Phoenix Auctions, **Fee-Back** offers a flexible, collaborative approach to auction fees, putting more control in the seller's hands.

Here's a detailed breakdown:

Buyer Premium Overview

- Buyers pay a 20% premium on top of the final bid amount. For example, if an item sells for £1,000, the buyer pays £1,200 plus postage and packaging.

Seller's Choice

- Sellers decide how much of the buyer premium Phoenix Auctions keeps. This can range from the full 20% down to 10%, in increments of 2.5%.

Feedback Requirement

- 20% to 17.5%: No feedback required.
- 15% to 10%: Feedback is mandatory. If you choose below 15%, we want to know exactly how we can improve your experience.

Encouraging Higher Choices

- We appreciate and reward higher selections with potential incentives, ensuring the experience feels valuable for everyone.

Constructive Feedback Matters

- Selecting 10% helps us understand there's room for significant improvement. To help us learn and grow, we'll ask for your feedback on what didn't meet your expectations. Think of it as your chance to shape a better experience—not just for yourself but for everyone.

Fee-Back is designed to strengthen trust and collaboration while giving you flexibility. Your feedback isn't just important—it shapes the future of Phoenix Auctions and we really value your input.