Frequently asked questions

Here you will find short answers to the most frequently asked questions. For more information about the auction, please see the General Terms and Conditions.

Questions about the user account

I have forgotten my password. How do I get a new one?

Click on "Reset password" in the overview and follow the instructions.

I still know my password but would like to change it. How do I proceed?

Log in with your e-mail address and your old password. Then click on "My account" in the overview, select "Change password" in the section there and enter a new password.

How can I change my auction name?

Unfortunately, you cannot change your auction name.

How can I delete my user account?

Log in with your e-mail address and password. Then click on "My account" in the overview, and there at the bottom on "Deactivate my account permanently". Then confirm the message that appears.

My telephone number is not accepted during registration. What do I have to do?

Please register at the first request with your mobile phone number including country code, e.g. Switzerland +41. Enter the entire phone number without spaces.

If you wish to bid, you will receive a second request to confirm your telephone number. Enter the mobile number again with the country code (e.g. +41) and without spaces.

If you still have problems registering, please send an e-mail to fondation.zhdk@zhdk.ch

Questions about the auction

What happens if I bid on two works of art and buy both, even though I only wanted one?

With the General Terms and Conditions you agree to pay the invoices for all works of art for which you have placed the highest bid. If you bid for two works of art, you must pay for both. We therefore recommend that you only bid for one work of art at a time.

How does the bidding agent work?

Set the bidding agent with the maximum amount you would like to pay for the artwork. The other bidders will not see the limit you have set.

The bidding agent is a tool: users can instruct a bidding agent to bid up to an upper limit that they can set. If a manual bid is made below this upper limit, the bidding agent defends this bid so that the user with the bidding agent continues to be the highest bidder up to the set upper limit. The bidding agent will only be outbid if a manual bid is higher than the fixed upper limit of the bidding agent.

If two users each commission a bidding agent for the same work of art with the same upper limit, the highest bid of the bidding agent commissioned first shall apply.

The order to the bidding agent is not a binding bid. Only when the bidding agent has placed a bid is it as binding as other bids. This means that the user is bound by the bidding agent's highest bid.

If another user bids more than the maximum limit you have set, you will receive a message. This gives you the opportunity to place a higher bid. Your set upper limit remains confidential until you are outbid by another user or you have won the auction.

Can I buy a work of art in the auction before the end of the auction?

No, this is not possible. You must bid in the auction as normal. You will find more information on the auction procedure in the General Terms and Conditions.

Questions regarding the purchase of an auctioned work of art

What do I need to bring with me when I come to collect my auctioned artwork?

We need a printout of your purchase order (confirmation/invoice), which you received by e-mail, and a confirmation of payment for the artwork. We also require an identity card.

Where and when can I pick up the artwork?

Zurich University of the Arts

Toni-Areal, Pfingstweidstrasse 96

CH-8005 Zurich, Switzerland

A contact address for collection will be communicated in the invoice/confirmation e-mail. The buyer is fully responsible for the collection and the associated costs.