



Brian Lehman Evaluation Inc

Estate Sale Pros

Online Purchasing Guide

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Online purchasing guide

Introduction

We have adapted our business to online estate sales in order to continually serve our clients and customers during the COVID19 pandemic. This guide will help you navigate your way of shopping with Estate Sale Pros/Brian Lehman Evaluation Inc.

We will continue conducting online sales throughout the pandemic to ensure the safety of our clients, customers and staff. We will follow the recommendations set forth by Federal and Provincial health officials. We look forward to this new step in our scope of work and we hope you do too.

If you come across an issue that has not been addressed in this guide, please email **kelsey@brianlehmanevaluations.com** with subject title: Online Estate Sale Purchase Guide recommendation.

Online Estate Sale

The Estate Sale is an add on to our website. An Online Estate Sale notice will be sent to you by email the day prior to the sale going live. The Online Estate Sale will be publicly accessible during the duration of the Online Estate Sale. This means you cannot view the Online Estate Sale outside sale hours.

Please be advised There is no opportunity to hold an item at any time during the Online Estate Sale. Items are deemed sold when checkout has been completed. An item is not sold until payment has been processed. Items are not “safe” or “claimed” prior to confirmation of payment. In this Online Estate Sale, multiple shoppers can add the same item to their cart. The first shopper to complete checkout will successfully purchase the item.

Discounts

Prices for items are set. Similar to our in-person sales, items will be reduced, as approved by our client, as the sale progresses. When a discount has been applied, a site banner will appear at the top of the website and can be seen on any page of the Online Estate Sale. Your discount will be automatically applied on the second page of checkout.

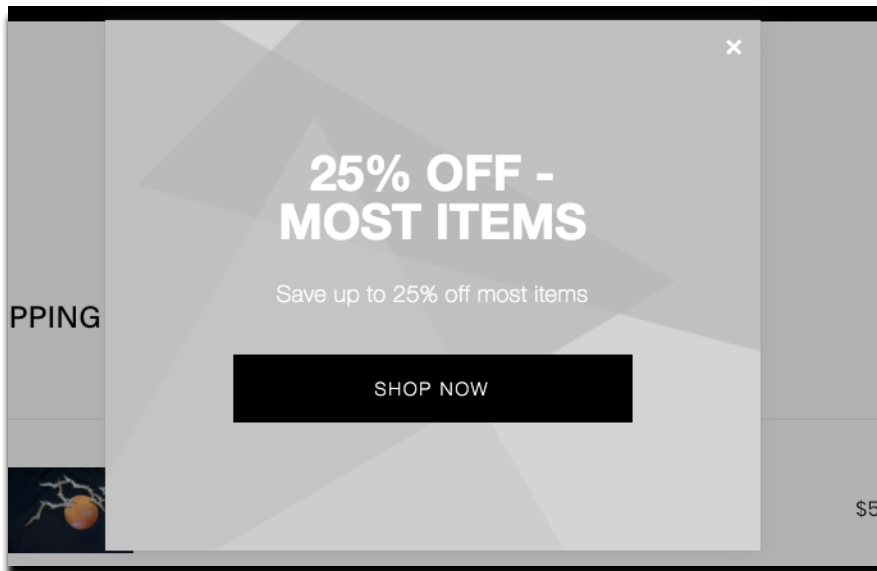
Discount Notifications

Items that are not subject to a discount will be noted in the item title and/or product description.

Below is a banner that will appear at the top of the website (within the store) notifying that discounts are now applied for most items.



Below is a pop up that will notify you that a discount is now applied for most items



Delivery

The expectation is that you are willing and able to pick up your items during the times allotted at the pickup location. If you need large furniture moved, please contact Donna at 403-249-7333 to arrange a mover. Moving fees will be at the buyers expense. It is the purchaser's responsibility to arrange pick up of items from the location of the sale. Note, The location will change for every sale.

COVID-19 precautions and Government guidelines for pick ups

- The following precautions will be in place for every online sale for onsite pick up.
- Safe distance practices will be enforced.

- Proof of purchase (original receipt) - Screenshot or text photo to 403-669-5665.
- Upon arrival please remain in your vehicle, call or text onsite manger 403-669-5665 and we will arrange for your place in line. When it's your turn you will be given instructions.
- Small items will be placed outside the front door for you to pick up. Park in front of the house between the orange pylons.
- Large furniture items will be picked up at the garage door. Your manpower & packing material will be required to remove your purchases from inside the home to your vehicle. Estate Sale Pros will be unable to provide any assistance. Movers will be available at the buyers expense however, these arrangements must be made in advance. Contact us to inquire.
- We encourage all movers to wear gloves and masks for in house pickups.
- We will provide a handwash station.
- Your patience is appreciated during pick up times. Everyone's health and safety is most important during these times.

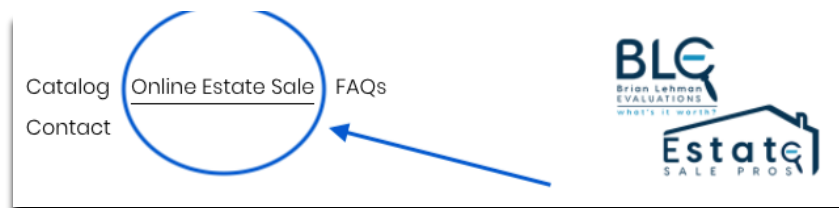
Payment types

Credit card or PayPal accepted at time of check out. We do not accept cash at pickup. If you do not have a credit card, consider signing up for a PayPal account. If you have ApplePay, this is another acceptable form of payment.

Purchasing step by step guide:

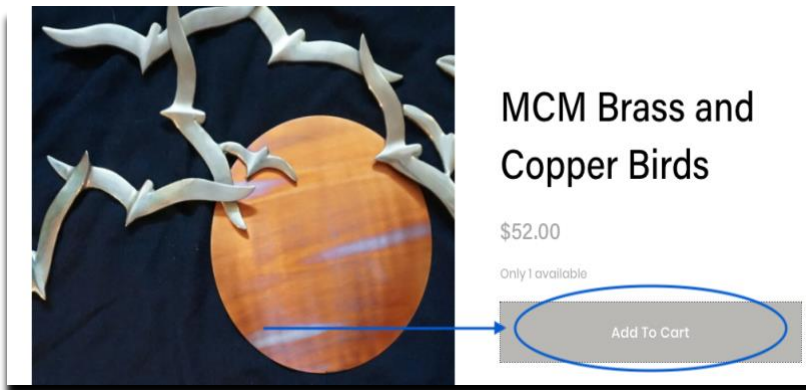
Visit online Store

1. Go to the online estate sale page **during sale hours:**
www.estatesalepros.online



Adding Items to Cart

2. Select items you want to purchase by adding them to your cart.
 - a. Click "Quick View" to view item and its description.
 - b. Click "Add to Cart" to claim the item for purchase. Repeat for all items you want to purchase.



Viewing your cart

3. Once you've selected what you want to purchase, it is time to check out. In the top right of your screen you will see a shopping cart icon. Click that to view the contents within cart.


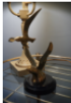
Note, multiple shoppers can also have the same item(s) in their cart and can purchase items before you



Checking Out

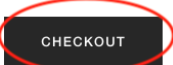
If you are buying items at discount, the discount will not appear here, but within the following window. You can remove items from your cart by clicking the “x” to the left of the thumbnail image. Note: an item is not “safe” or “claimed” until you have reached the final stage of actually purchasing the item.

SHOPPING CART

ITEM	QTY.	PRICE
×  MCM Brass and Copper Birds <small>ONLY 1 AVAILABLE</small>	1	\$52.00
×  MCM statue <small>ONLY 1 AVAILABLE</small>	1	\$52.00

Subtotal \$104.00

Discounts are not visible in this window, they will be seen in the next window when clicking “CHECKOUT”



Entering payment information

4. After clicking checkout, enter your email to finalize payment.
 - a. Here, your email will be used to send you a digital receipt only.


1. Your Email

Email

You'll receive receipts and notifications at this email address.

Continue

Order Summary

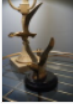


MCM Brass and Copper Birds

\$52.00

Qty 1

Remove



MCM statue

\$52.00

Qty 1

Remove

25% off
-\$26.00

Save 25% on select products.
Auto-Applied

Subtotal	\$104.00
Administrative Fee	\$3.12
Shipping	-
Discounts	-\$26.00
Total	\$81.12

2. Shipping

3. Payment

4. Review & Purchase

b. Shipping information is required by the website platform.

At this time, we can OFFER ONSITE PICK UP or MOVERS CAN BE HIRED BY THE PURCHASER FOR FURNITURE. Please inquire.

Items not picked up will be donated to charity.

2. Shipping

Jane	Doe	
123 Calgary Crescent NW		
Address 2		
Canada ▾		
T2M 0E4	Calgary	AB ▾
(403) 123-4567		
Shipping Options		
<input checked="" type="radio"/> In-Store pickup only — \$0.00		

- c. Payment information is entered after entering shipping details.

If you choose to make a customer account, this information will be stored securely and remembered when you log back into future sales.

