

Terms of Use - Buyer Terms

Valid from 1 April, 2026

Would you like to read these terms in Japanese?

Please [click here](#).

We select only the most special objects for you to bid on and buy. To make our online marketplace safe and reliable for all our users, we have some important rules for bidding and buying. We call these the Buyer Terms and they form an integral part of our Terms.

Terms of Use

These apply to everyone who visits and uses our online marketplace.

Seller Terms

If you're looking to submit or sell, these apply to you

How **bidding works**



Article 1: Bidding on objects

Before placing a bid on an object, keep the following in mind:

- These Buyer Terms apply to all buyers on Catawiki. Keep in mind that if you use, bid in, or purchase through our Live Auction function, the [Live Auction Buyer Terms](#) apply in addition to these Buyer Terms. The [Live Auction Buyer Terms](#) apply only to Catawiki's Live Auction feature. If there is any inconsistency between these Buyer Terms and the [Live Auction Buyer Terms](#), the [Live Auction Buyer Terms](#) take precedence only for the Live Auction feature.
- **Buyer Protection**

You can bid and buy safely under [Catawiki's Buyer Protection](#). This protection makes sure all payments are safe, all objects are quality checked, and all sellers are verified.
- **Determining value to you**

The special objects on Catawiki have unique stories. An online auction is all about deciding how much an object is worth to you personally.
- **Determining market value**

If the market value of an object is important to you, we advise you to consult a third-party appraiser. Purchasing objects for investment or speculative purposes is always at your own risk.
- **Objects are intended for use and enjoyment**

Objects sold on Catawiki are intended to be appreciated for their craftsmanship, uniqueness, or collectability not as financial investment products. If you choose to purchase an object for investment or speculative purposes, you do so entirely at your own risk. Neither the seller nor Catawiki guarantees or is responsible for future value, return, or resale potential.
- **We provide estimates as a guide**

We may provide estimates to help you decide how much to bid. Estimates can change. These estimates aren't a guarantee or prediction of the actual value or selling price of an object. They offer our opinion but they may not refer to the object's inherent defects, restoration, alteration or adaptation. For that reason, they are not an alternative to taking your own professional advice. [Find out more about our estimates here.](#)

- **Seller performance signals**

We may show badges or other indicators to help you understand how a seller is performing. These signals are based on things like delivery times, cancellation rates or buyer reviews. They are for info only and do not guarantee how a seller will act in any specific case.

- **Artificial intelligence**

Some content, such as object summaries or translations, may be generated or enhanced using artificial intelligence (AI).

[Learn more about how we use AI.](#)

- **Every bid is binding**

Every bid or use of buy now is binding. That means you can't amend, retract or revoke your bid or use of buy now. We are not responsible for any errors you make in bidding so when bidding, always double-check you've entered the correct amount, especially when making a last-minute bid.

You can also place a max bid if you'd like us to bid automatically on your behalf. [Find out how max bids work.](#)

If you're the highest bidder at the end of the auction or you successfully use buy now, you agree to pay for the object.

[Find out more about bidding here.](#)

- **You might have a buy now option for some objects**

Some objects on our online marketplace may show a buy now option. This means you can buy the object immediately without needing to participate in the auction.

If you use the buy now option, the object is only yours once you've paid and have received a payment confirmation email. If you buy an object at

the buy now price, these Terms will apply to the sale in the same way as if you'd been the highest bidder in an online auction for that object.

If you bid on an object that has the buy now option available, another user might successfully use the buy now option. If this happens, the object is no longer available to be bought or bid on and will be considered sold.

[Find out more about buy now here.](#)

- **Check import, export, sanctions and cultural property rules**

As a buyer, you are responsible for making sure that buying, importing, or owning an object does not break any laws. This includes rules on import and export controls, embargoes, sanctions, and cultural property protection. You are also responsible for paying any related costs such as import duties, taxes, or other fees. We are not liable for any costs, claims, or consequences that result from your failure to comply with these rules.

- **Seller identity**

Before you place a bid or buy, we show you key seller details such as their name and business location. If you need more info for a valid reason, contact us and we will help where we can.

- **Reserve price not met**

Some objects offered for sale have a reserve price. The reserve price is the minimum price a seller will accept. If your bid is the highest, but it's lower than the reserve price set by the seller, you won't enter into a contract of sale with the seller.

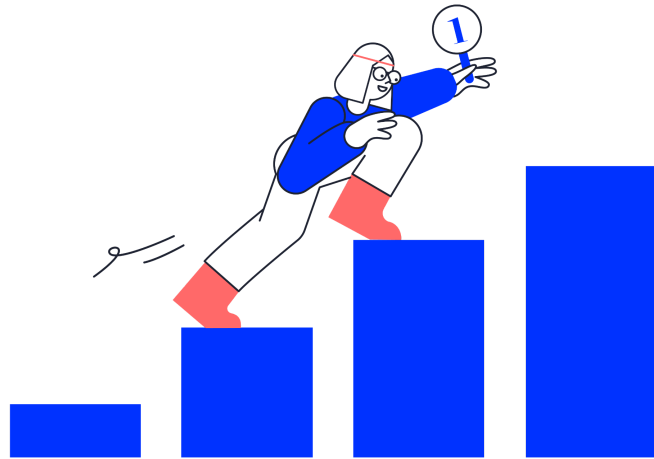
- **Objects sold 'as is'**

Each object has been described by its seller on the object page. All objects are sold 'as is'. Their condition can vary widely due to age, previous damage, restoration, repair, and wear and tear. They are rarely in perfect condition and the object is sold 'as is' in the condition it is in at the time of sale. The object description and/or images may not show the condition of an object clearly. Colours and shades may look different on the screen to how they look on physical inspection. Condition reports may be available to help you evaluate the condition of an object. If the seller doesn't explicitly mention the condition, it doesn't mean the object is new

or as new. It is your responsibility to ensure that you have requested, received and considered any condition report.

Summary: All bids or successful uses of buy now are binding. We recommend carefully reading the object description to decide what an object is worth to you. We sometimes provide an estimate as a guide.

Buying your **special**
object



Article 2: Contracts and costs

- **You'll enter into a contract of sale with the seller**

If your bid is the highest or you successfully use buy now, you'll enter into a [contract of sale](#) with the seller. Catawiki is not a party to this contract. However, you acknowledge and agree that our Terms apply to this contract and will be followed.

You have certain obligations under this contract of sale, including paying for your object. Find out more about your obligations in [Article 8 of these Buyer Terms](#).

Some sellers may have additional terms and conditions. If so, these will be shown on or linked to from the object page. Find out more about the contract of sale in [Article 10 of our General Terms](#).

- **We charge a Buyer Protection fee**

We work hard to make sure Catawiki is a safe place, where you can bid on and buy special objects selected by experts. For this, we charge a Buyer Protection fee.

This fee is usually 9% of the purchase price plus an additional fixed amount in euros, dollars or pounds. This fixed amount is usually €/\$/£ 3, but it can differ depending on the type of object or the (estimated) selling price of the object. The applicable Buyer Protection fee will be shown on the object page. This includes VAT (if applicable). We add this fee to the total costs you pay at checkout. The Buyer Protection fee is non-refundable.

- **Other costs**

Buyers usually need to pay shipping or transport costs. If applicable, you also have to pay VAT, import levies, insurance costs, costs for using a particular payment method, or costs for ancillary services such as enhanced shipping services. [Find out more about possible other costs here.](#)

Summary: If your bid is the highest or you successfully use buy now, you enter into a contract of sale with the seller. You need to pay the purchase price and Buyer Protection fee plus any other costs, like shipping and import costs.

Article 3: Paying for your object

If you're the highest bidder or you've bought an object on our online marketplace, you'll need to pay for the object.

- **Payment options**

We have a wide variety of payment options, including credit card, iDeal, and bank transfer. Some payment options cost a fee to use. If this is the case, we'll let you know. Find out [more about payment options here](#).

- **Pay within 3 days**

You need to pay within 3 days of the end of the auction. If you use buy now, you need to pay right away to secure your purchase.

- **Your payment is safe**

Our trusted payment provider holds your payment in escrow until 3 days after you've received the object.

- **Late payment**

If you're the highest bidder and you don't pay in this 3-day period, we might suspend your bidding until you've paid. Also, if you fail to pay timely this might lead to a seller – or us on behalf of a seller – cancelling the sale. Find out more about the contract of sale in [Article 10 of our General Terms](#).

Summary: If you're the highest bidder, make sure to pay within 3 days of the auction ending. If you use buy now, you'll need to pay right away to secure your purchase. Our payment partner will keep your payment safe until you've received your object.

Your object's journey to you



Article 4: Shipping or pickup

Once you've paid for your object, we'll let the seller know. The seller will then ship your object to the address indicated by you or as included in your account. In some situations, you can or must pick up the object from the seller. Find out [more about delivery and pickup here](#).

- **Contact the seller**

After you've paid for the object, you can message the seller. This gives you the chance to ask questions about the object or shipping, or to arrange pickup. You can contact the seller from the order page. Find out more about contacting sellers and other users in [Article 16 of our General Terms](#).

- **Make sure your address is correct**

You are responsible for ensuring that the address provided in your account is correct and complete. This must be a valid physical address; PO boxes are not accepted. If the address appears clearly incorrect due to formatting issues, typographical errors or missing components, we may amend it to facilitate successful delivery.

- **Pick up within 5 working days**

If you opted to pick up your object, you must arrange pickup within 5 working days of paying, unless you've agreed otherwise with the seller.

- **Late delivery or pickup**

If your object does not arrive on time or the seller does not make it available for pickup, you must contact us and the seller to find a solution. The indicated delivery time is not a strict or binding deadline. This means the contract of sale is not automatically cancelled if the object is delivered after the estimated date.

You can only cancel a sale if you can't find a solution and you – or us on your behalf – have sent the seller a notice of default, with a reasonable time frame for them to ship or make the object available for pickup.

- **Resolving problems with shipping**

If there's a problem with shipping, you'll need to message the seller to find a solution. In some cases, we might support you and the seller to resolve the issue. [Find out more about resolving shipping and delivery issues here.](#)

- **Sharing documentation**

To resolve shipping problems, the seller, the shipping company, or we might reach out to you to ask for documentation, photos, or other info. As this will help with investigating the problem, we expect you to cooperate and timely provide such info.

- **Possible outcomes**

If, after an investigation by the shipping company, the problem still can't be resolved, we'll decide on a solution. This could include cancelling the sale and refunding you or paying the seller.

Summary: Make sure your address is correct for shipping and reach out to us and the seller if there are issues. If you're picking up your object, arrange it within 5 working days of payment.

Unboxing



Article 5: Receiving your object

It's arrived! We hope you're happy with your special object. Take some time to carefully examine it before you find the perfect place for it.

- **Start by examining your object**

When you receive your object, you can examine it to establish its nature, characteristics, and functioning. This should be similar to how you might evaluate an object in a physical store.

- **Handle with care**

Most special objects sold at our online marketplace are delicate. While you're unpacking or examining your object, make sure to treat it with care. The same goes for any special packaging the object might arrive in.

If you want to withdraw from your purchase and the object is damaged in some way that reduces its value, you'll need to pay the seller for the damage. This excludes pre-existing damage or damage during shipping.

- **Seller guarantee of conformity**

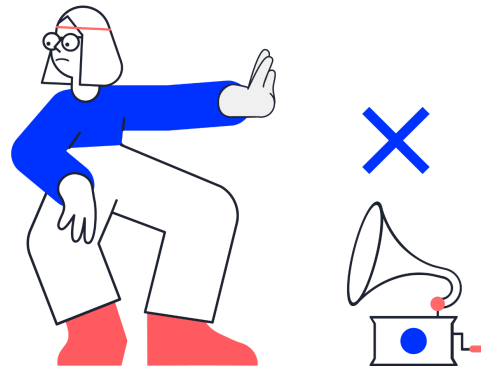
As an EU or UK consumer, if you're purchasing from a professional seller, you may also benefit from a legal warranty provided by the seller with a minimum of 1 year for an object purchased on our online marketplace. [Find out more in our EU & UK Consumer Rights Policy.](#)

- **Your feedback is valuable**

Your feedback helps both us and the seller to improve. So we encourage you to give feedback about your object, the seller, and our services. [Find out more about reviewing the seller in our Review Policy.](#)

Summary: We encourage you to carefully check that your object is as described when it arrives and then, the most important part, enjoy!

Concerns & Returns



Article 6: Concerns about your object

If you have any concerns after examining your object, we're here to help.

- **Contact us within 3 days**

If your object arrives damaged, or if you believe it is not as described on the object page, please contact us within 3 days of receiving it.

Make sure to include clear photos or other evidence so we can review your case. If you contact us within this period, we will pause the seller's payout while we investigate the issue. Depending on our findings, we may offer a solution, which could include a refund.

If you miss the 3-day deadline, our payment provider will release the funds to the seller. We may still try to help, but a refund is unlikely at that point. In most cases, you will need to resolve the issue directly with the seller using our message centre.

In some cases, we may allow more time to raise a concern. For example, if the issue could not reasonably have been discovered within 3 days. If that applies, we will let you and the seller know.

- **Investigating cases**

If the object is not as described by the seller, it's important that you provide us and the seller with detailed info to investigate your case in a timely fashion.

[Find out more about what to do if the object isn't as described here.](#)

- **What 'not as described' means**

Small imperfections – such as minor blemishes, signs of age, or slight colour variations – do not automatically mean an object is 'not as described'. Not every difference justifies cancelling a sale.

If an object significantly differs from what was shown or stated, the seller should first have the chance to offer a fair solution. This may include repair, replacement, or – if those aren't possible – a partial refund. Cancelling the sale is a last resort.

[You can read more about how we assess 'not as described' situations here.](#)

- **Finding a solution**

If the investigation shows that the object is not as described, you might be entitled to a variety of solutions. Depending on the circumstances, these can include repair, replacement, reduction of the purchase price or – as a last resort – cancelling the sale, in which case the seller might need to compensate your damages.

Some of these solutions are only available if you're a consumer buying from a professional seller.

Summary: If you have concerns about your object, contact us within 3 days of receiving it. We'll help investigate and find a solution. Solutions could include you being refunded or the seller being paid.

Article 7: Returning an object

If you have concerns about your object and aren't satisfied with the seller's or our solution, you sometimes have the option to cancel the sale and return the object. You would then be refunded the purchase price and, in most cases, the cost of shipping to you.

- **Right of withdrawal**

If you're an EU or UK citizen buying an object from a professional seller, you may be entitled to withdraw from your purchase within 14 days of receiving the object. Note that you will have to notify the seller and us within these 14 days and that certain exclusions apply. You will also be responsible for return shipping or transport of the object and the related costs.

If you're buying from a private seller, the right of withdrawal does not apply. This means that if for some reason you're not happy with the object but the object is as described by the seller, you cannot cancel the sale unless the seller agrees on such cancellation. In these cases we will not refund you the Buyer Protection fee.

[Find out more in our EU & UK Consumer Rights Policy.](#)

- **Object not as described**

If an object is not as described, the seller should first be given the chance to offer a fair solution. This may include a repair, replacement, or – if those aren't possible – a partial refund. Only if the seller is unable or unwilling to provide a suitable solution can the sale be cancelled.

Minor deviations, such as small blemishes, signs of age, or colour differences, don't automatically mean an object is not as described.

If the sale is cancelled and the object is safely returned to the seller in the same condition as received, we'll refund you the purchase price and the Buyer Protection fee.

[Find out more about how we assess 'not as described' claims.](#)

- **Return shipping**

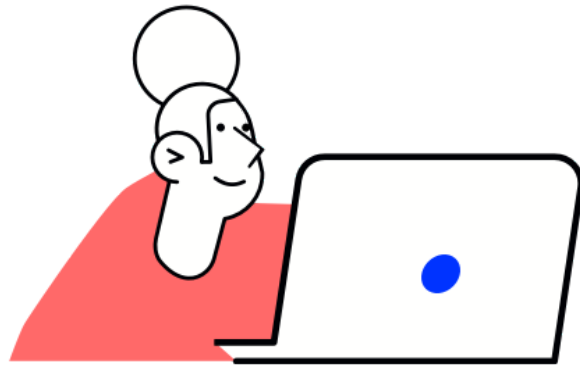
In most cases, you'll need to cover the costs of return shipping to the seller. You'll also be responsible for making sure the object is adequately insured for return shipping or cover the costs of loss or damage yourself if you choose not to insure it.

We recommend packing the object carefully to avoid damage and, where possible, using the packaging the object arrived in. Also, do check if specific shipping requirements apply to your object.

You should always use tracked shipping and share the tracking details with us or the seller. If the object is lost and there is no proof of return, this is your responsibility and we may not be able to issue a refund.

Summary: All bids and uses of buy now are binding. But in some rare cases, you may be able to return the object, for example if it isn't as the seller described. If you return the object, you'll need to cover return shipping and, where applicable, insurance costs.

Buyer **obligations**



Article 8: Your obligations

As a buyer, you have certain obligations towards Catawiki and our sellers. These obligations help keep Catawiki fair for both buyers and sellers.

- **Pay for your object on time**

If you placed the highest bid, you must pay for the object (including any applicable costs) within 3 days. If you want to purchase an object through buy now, you'll need to pay for the object right away.

- **Pay the full amount**

If you've placed a bid reservation, which reserves a bid amount on your credit card, you'll need to pay the outstanding amount if you're the highest bidder.

If you don't pay the outstanding amount, you'll still need to pay the Buyer Protection fee. We'll only release the reservation on your credit card once you've paid the Buyer Protection fee and have contacted us to release your reservation.

If, despite our reminders, you don't pay, this can have severe consequences for you. You can find more info on this in [Article 9 of these Buyer Terms](#).

- **Don't file a chargeback**

If you pay but file for a chargeback even though the seller fulfilled their obligations, we may block your account, initiate legal proceedings against you and/or claim damages (more info in [Article 13 of our General Terms](#)). To prevent us having to take such actions, if there's an issue with your object please always reach out to us.

- **Pick up your object on time**

Make sure to pick up your object within the time frame you agree with the seller. If you don't, you may be liable for extra costs and damages, like storage costs. We may also cancel the sale on behalf of the seller and keep the Buyer Protection fee.

- **Only cancel for legitimate reasons**

If you've cancelled multiple orders, we can suspend your ability to bid. We can also suspend your account and invoke penalties. Sellers can also claim damages and any other rights they may have under a contract of sale. Find details in [Article 9 of these Buyer Terms](#).

- **Abide by our Terms**

It's important for you to comply with our Terms, including these Buyer Terms and our other guidelines and policies. If you don't, the measures we can take are mentioned in [Article 9 of these Buyer Terms](#).

- **Resale royalties**

If you've bought an original artwork, based on international copyright laws, a resale royalty may be due to the artist. These laws state that you'll need to cover the cost of the resale royalty, even if you're an art market professional.

If we or another party has paid the resale royalty to the artist or the artist's representative, you'll need to reimburse us or them upon first request. This reimbursement includes the full resale royalty and any related costs, expenses, levies, or taxes.

Summary: Make sure to fulfil your obligations to us and the seller. This includes paying for your object and only cancelling your order if there's a legitimate reason.

Article 9: Not fulfilling your obligations

If you do not fulfil your obligations towards us or our sellers, this directly impacts the trust and reliability of our online marketplace. It also has potential consequences for you that you should be aware of.

- **Consequences of not fulfilling your obligations**

If you don't fulfil your obligations towards us or a seller, we may suspend your bidding, your account, or your access to our services, cancel a sale, or take any of the other measures outlined in [Article 13 of our General Terms](#). In most of these cases you're automatically in default. If not, we will send you a notice of default.

If one or more of these measures are taken, we will in most cases inform you via email, stating the reason why a measure was taken.

- **We have the right to enforce payment due to damages**

Often your failure to fulfil your obligations will result in (financial) damages for us. We have the right to get compensation for this financial loss.

We can enforce your payment of any debt, damages, and penalties owed to or invoked by us out of court, for example by using a debt collection agency, or in court (usually the court of Amsterdam in the Netherlands).

In these cases, we can claim statutory interest from the date that you are in default and any (extra-)judicial collection costs.

- **Reporting fraudulent activity**

In cases where your actions can be classified as fraudulent, we may report you to (international) law enforcement agencies.

- **Consequences of not fulfilling your obligations towards our sellers**

If you don't fulfil your obligations towards a seller, we may take any of the measures outlined in [Article 13 of our General Terms](#).

The seller can also take their own measures on the basis of the contract of sale. This includes enforcing your payment obligation and claiming any damages caused by your failure to fulfil this obligation. To do this, the seller can use out-of-court solutions, like a debt collection agency, or in-court solutions.

In these cases, the seller can claim statutory interest from the date that you are in default under the contract of sale and any (extra-)judicial collection costs from you.

Summary: Not fulfilling your obligations to us or the seller could result in us or the seller claiming damages, or taking other enforcement measures to collect payment, damages, and costs.