

# Error, Corrections and Re-auctioning

## How does it work?

### What is an error?

Sometimes a customer or auctioneer makes a mistake during the auction process. This mistake could relate to the type of product, the price, the quantity, or something else. This results in an **'unwanted purchase'**. This is referred to as an **error**.

### What happens in the event of an unwanted purchase?

In the event of an unwanted purchase, the lot can be re-auctioned.

### What can be done in the event of an error?

If an error occurs at the export locations (Aalsmeer, Naaldwijk and Rijnsburg), notify the auctioneer immediately (in any case, during the auction process). The auctioneer will assess your notification. The auctioneer or process operator will then contact the supplier. The lot will subsequently be placed in the re-auctioning group and re-auctioned.

We try to re-auction errors on the same day wherever possible. We do this in order to limit damage to the customer and the supplier.

### What are the costs of re-auctioning?

The costs of re-auctioning are €35 per error.

- If the customer makes a mistake, the customer bears all costs:
  - €35 per error.
  - The difference between the original auction price and the price that the lot realizes during re-auctioning. The price is generally lower in the case of re-auctioning.
- If the auctioneer makes a mistake, the lot is re-auctioned in the name of and at the expense of Royal FloraHolland. The price is generally lower in the case of re-auctioning.

### Is re-auctioning unfavorable to the supplier?

No. The supplier receives the proceeds of the original auction. This is also the case if the re-auctioning price is lower.

The supplier receives an automatically generated observation (feedback from the Supply Information System). Automatic levies such as EAB levy, trolley levy and lot levy are linked to this observation. However, Royal FloraHolland settles these levies immediately. The supplier therefore never incurs any unjustified costs related to re-auctioning in the event of an error.

### More information

If you have any questions, please feel free to ask your auctioneer.

- Or view the [Auction Regulations](#):

Subject to typing errors (royalfloraholland.com)



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# Corrections and re-auctioning

## How does it work?

### What is a correction?

In the event of a correction, the mistake is made by the supplier, not by the buyer or the auctioneer. For example, this may concern a product that does not match the description on the EAB or in the picture and this is reported by the customer.

### What is the procedure now?

If a customer has a complaint about a lot purchased, this customer should file a complaint with the Quality and Correction team of Royal FloraHolland as soon as possible. This team will assess the customer's complaint. If the customer is in the right, the team will contact the supplier. The lot can be placed in the re-auctioning group and re-auctioned if the supplier wants this. Because the complaint can only be received after the auction is over, the lot will be auctioned the next auction day.

### What are the costs of re-auctioning?

€35 per correction.

### Is re-auctioning unfavorable to the supplier?

Yes. The supplier must bear all costs:

- The original auction costs
- €35 per correction
- In case of re-auctioning, a lower price
- If the supplier chooses not to re-auction, the lot will be withdrawn and he will receive nothing.

### More information

If you have any questions, please feel free to ask your auctioneer.

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