Online Auction Policies

Nevada Public Radio is a 501(c)(3) charitable organization, and your participation in our online auction supports our mission. We are committed to ensuring a positive experience for all auction participants. Please review our policies for distribution, refunds, and returns for online auction items.

DISTRIBUTION:

- Winners are required to complete a Distribution Survey to select their preferred distribution method. The survey will be sent on Saturday, June 21, 2025.
- Failure to complete the survey will result in default shipment via "Priority Mail without Insurance" at the winner's expense.
- A one-time handling fee of $5 will be added to each winner's final winning package. This handling fee applies per person, regardless of the number of items won.
- **Preferred Option**: Convenient pick-up at Nevada Public Radio - located at 1289 S. Torrey Pines Dr. Las Vegas, NV 89146. For items not picked up by Saturday, Julu 12, 2025 we will mail them at the winner's expense via "Priority Mail without insurance".
- **Shipping**: Shipment begins on Monday, July 14th, 2025, unless the item is time sensitive. All packages will be shipped to the address in the winner's GiveSmart account at the time of the auction's close**. *If a package is shipped to the wrong address, we are not responsible.***
- Shipment begins on Monday, July 14th, 2025, unless the item is time sensitive.
- **Payment**: Shipping charges are separate from auction items and will be billed no later than July 31, 2025, to the credit card on file with GiveSmart.

REFUNDS:

- All sales are final. Refunds will not be issued for items won through the online auction.
- If you believe there has been an error in the bidding process or the final transaction, please contact us within 7 days of the auction closing at 702-258-9895 or email us at nvprauction@nevadapublicradio.org. While we cannot guarantee a refund, we will review each case individually.

Nevada Public Radio is a registered non-profit organization in Nevada. Contributions may be tax deductible. Nevada Public Radio is registered in the US Patent and Trademark Office.

RETURNS:

- **Non-Returnable Items**: Due to the nature of auction items, which may include one-of-a-kind experiences, event tickets, and donated goods, returns are not accepted.
- **Damaged or Defective Items**: If an item you received is damaged or defective, please contact us within 14 days of receiving the item at 702-258-9895 or nvprauction@nevadapublicradio.org. We will work with you to resolve the issue, which may include a replacement or repair, if possible.
- **Incorrect Items**: If you receive an incorrect item, please contact us within 14 days of receiving the item. We will arrange for the correct item to be sent to you, if available, or provide an alternative solution.

EVENT AND EXPERIENCE PACKAGES:

- **Non-Refundable and Non-Transferable**: Event tickets and experience packages are non-refundable and non-transferable unless otherwise specified.
- **Event Cancellations**: If an event or experience included in an auction package is canceled or postponed by the organizer, Nevada Public Radio will work to provide an alternative experience or ticket, if possible. If no alternative is available, we will review each situation on a case-by-case basis.
- **Business Closures**: If a business associated with an auction item closes, Nevada Public Radio will consider replacements or alternative solutions at our discretion. Please contact us at nvprauction@nevadapublicradio.org or 702-258-9895.
- **Certificate/Ticket Expiration**: Nevada Public Radio is not responsible if a ticket or certificate is not used before its expiration date. It is also not our responsibility if you miss the show. Replacements/Refunds will not be provided under these circumstances.

CONTACT INFORMATION

If you have any questions or concerns about your auction item, please contact our auction team at nvprauction@nevadapublicradio.org or 702-258-9895. We are here to help ensure your satisfaction with your auction experience.

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