

# DEJAVU ESTATE SALES & AUCTION

## *Frequently Asked Questions*

Voted Best Auction & Best Estate Liquidator in South Florida — 8 Consecutive Years

Licensed & Insured | Palm Beach Gardens, FL | 561-834-8874

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## WHY CHOOSE DEJAVU ESTATE SALES & AUCTION?

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### **Q: Why is DejaVu the right choice for my estate?**

Simply put — nobody in South Florida does this better. DejaVu has been voted both the Best Auction Company and the Best Estate Liquidator in South Florida for eight consecutive years. That's not luck; that's a track record built on trust, expertise, and results.

We are fully licensed and insured, which protects you throughout every step of the process. Our team brings decades of experience, deep knowledge of current market values, and connections to national and international collectors, dealers, and buyers that no local competitor can match.

### **Q: What makes DejaVu different from other estate sale companies?**

Here is what sets us apart:

- ◆ 8-time award winner: Best Auction & Best Estate Liquidator in South Florida
- ◆ Fully licensed (auctioneer & auction business license) and insured — your protection is our priority
- ◆ Top 2% of auctioneers worldwide on LiveAuctioneers, rated 4.7 out of 5 stars
- ◆ One of the largest-grossing auction companies in the world on the LiveAuctioneers platform
- ◆ A stunning 20,000 sq. ft. castle gallery showroom in Palm Beach Gardens — a world-class selling environment
- ◆ 5-part estate liquidation process tailored to your unique situation
- ◆ Over \$1.5 million paid to consignors last year alone
- ◆ Interior designers on staff with a large following of decorators and stagers
- ◆ Biweekly auctions with thousands of vetted, approved bidders

### **Q: Is DejaVu licensed and insured?**

Yes — absolutely. In Florida, an auction company is required by law to hold both an auction business license and a licensed auctioneer. DejaVu meets and exceeds all state requirements, and we are fully insured. This provides legal and financial protections that informal sellers and unlicensed operations simply cannot offer.

## OUR SERVICES

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### **Q: What services does DejaVu offer?**

We are a true full-service estate liquidation company. Our offerings include:

- ◆ Online & Live Auctions — biweekly, with thousands of approved bidders worldwide
- ◆ Professional In-Home Estate Sales
- ◆ Consignment in our 20,000 sq. ft. showroom in Palm Beach Gardens
- ◆ Estate Buyouts — from a single piece to an entire home

- ◆ Complete Cleanout Services
- ◆ Emergency Closings & Warehousing (even during lockdowns)

Most clients benefit from a combination of services. Our team will assess your estate and recommend the approach that maximizes your return.

### **Q: What types of items do you sell?**

Almost everything! Some categories perform best in specific channels, and our expertise helps us route each item for maximum value:

Auction excels for: Estate and fine jewelry, designer and couture handbags and shoes, fine art, Mid-Century Modern furniture, high-end collectibles, and unique or rare pieces with national/international appeal.

Our showroom is ideal for: Higher-end furniture and accessories, curated décor, and pieces that benefit from being seen in person by our designer and stager clientele.

Estate sales work well for: A broad range of household items and lower-to-mid-value pieces.

And here is the golden rule: throw nothing away before we look at it.

### **Q: What should I get rid of before you come in?**

Nothing. Please do not clean, sort, or throw anything away. Simply take the items your family wishes to keep — and let us handle everything else.

Our team has found 18K gold diamond necklaces in garbage bags mixed with Mardi Gras beads, over \$400,000 in unmarked gold jewelry that a client believed was costume, and a painting purchased for \$20 at a gas station that turned out to be worth \$12,000.

Vintage items, unbranded jewelry, old ceramics, and everyday objects can carry surprising value. Even after a professional jeweler has reviewed a collection, our team has uncovered pieces they missed. You need an expert eye — and that is exactly what we bring.

## **AUCTIONS**

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### **Q: Why should I choose auction over an estate sale or consignment?**

The auction market has never been stronger. More buyers are purchasing online, and competition among bidders frequently drives prices above what a traditional sale would achieve.

Auctions also give you access to a national and international market. Items that are hard to sell locally — specific furniture styles, niche collectibles, certain art — are often highly desirable elsewhere.

Our typical online auction draws 6,500 to 9,000 registered, approved bidders. No estate sale or walk-in showroom can come close to that audience size. More bidders means more competition — and more competition means higher prices for you.

### **Q: How quickly will I be paid after an auction?**

Payment is made within 30 days of the auction closing. Unlike consignment, which can take months or longer, auctions offer a faster, more predictable timeline.

### **Q: What online platforms do you use?**

We run our auctions simultaneously across four major online auction platforms, advertising to hundreds of thousands of active bidders. Our primary platform is LiveAuctioneers, the world's largest online auction site — where DejaVu is ranked in the top 2% of all auctioneers globally with a 4.7-star rating.

### **Q: Can I watch my items sell at auction?**

Yes! Our online auctions are live-streamed, so you can watch the bidding unfold in real time from anywhere in the world. It is exciting to see the competitive bidding happen live.

**Q: What if my item does not sell? Can I place a reserve?**

Yes, we honor reserve prices — a minimum amount below which an item will not sell. If your item does not reach its reserve, you can take it back or discuss alternative sales strategies with our team. We will always be transparent about your options.

## CONSIGNING WITH US

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**Q: How do I consign an item or place something in auction?**

It is easy to get started. You can:

Email photos to: [DejaVuAuctions@gmail.com](mailto:DejaVuAuctions@gmail.com)

Text photos to: 561-577-0017

Call our office at: 561-834-8874

We also offer complimentary, no-obligation in-home consultations by appointment. One of our specialists will come to you, review your items, and give you honest, expert guidance — at no cost.

**Q: What questions should I ask any estate company before hiring them?**

We believe an informed client is our best client. Here are the key questions to ask:

- ◆ How many years have you been in business, and what awards or recognition have you received?
- ◆ Are you licensed (auctioneer and auction business license) and insured?
- ◆ What is your commission, and are there any additional fees?
- ◆ How will you advertise my items, and how many buyers will see them?
- ◆ What online auction platforms do you use?
- ◆ Do you have an appraiser on staff or access to one?
- ◆ What happens to items that do not sell?
- ◆ When and how will I be paid? Do I receive an itemized list?
- ◆ Do you have a physical showroom or warehouse to store and display items?
- ◆ Will you honor reserve prices? What if an item sells for less than the reserve?
- ◆ Do you have a contract I can review before signing?

DejaVu has strong, transparent answers to every one of these questions — and we invite the comparison.

## FINANCIAL & LEGAL PROTECTIONS

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**Q: What if a buyer's check bounces or a credit card is declined?**

That is our problem — not yours. DejaVu is 100% responsible for accepting all forms of payment from buyers. Our clients are never at risk for payment disputes or chargebacks. You get paid; we handle everything else.

**Q: Why is it important that an auction company be licensed?**

In Florida, both the auction business and the individual auctioneer must be licensed by the state — even for online-only auctions. This licensing creates legal accountability. If a licensed auctioneer or company fails to pay a consignor, there are formal legal remedies available.

Unlicensed operators have no such accountability. Always verify licensure before signing with any auction or estate company.

**Q: Who handles packing and shipping of sold items?**

Buyers are responsible for arranging and paying for shipping. This keeps costs off your plate and simplifies the process for you as a consignor.

## **LOGISTICS & SPECIAL SITUATIONS**

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**Q: What if I need to close on my home quickly?**

We handle emergency closings. Your home needs to be empty at closing — and we can make that happen. During COVID, when many services shut down, DejaVu remained operational as an essential business. We were able to completely empty homes and warehouse all contents, allowing our clients to close on time.

In extreme situations — when donation centers and landfills are both closed — DejaVu can warehouse an entire home's contents. We have done it before, and we are ready to do it again.

**Q: Can you accommodate gated communities and special access situations?**

Absolutely. We work regularly in gated communities and high-security buildings throughout South Florida. Simply let us know the access requirements at the time of scheduling, and our team will coordinate accordingly.

**Q: What if I live out of state or cannot be present?**

No problem at all. We work with out-of-state heirs and executors regularly. Our team can manage the entire process — from initial assessment to final payment — with minimal need for your physical presence. We provide clear communication and documentation throughout.

**Q: What happens to items that do not sell?**

We will walk you through your options, which can include: returning items to you, re-listing in a future auction, donating to charity (we can facilitate), or alternative disposal. We never leave you without a clear next step.

**Q: Do you provide an inventory list of what was sold?**

Yes. You receive an itemized record of sold items and their prices. Transparency is central to how we operate — you always know exactly what sold and for how much.

## **GETTING STARTED**

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**Q: How do I know if DejaVu is the right fit for my estate?**

The easiest way to find out is to schedule a complimentary consultation. One of our specialists will meet with you — in your home, at no cost and no obligation — review your items, and give you honest, professional guidance on the best path forward.

Whether you are downsizing, settling an estate, or simply looking to sell a few special pieces, we will tell you exactly what to expect and how we can help.

There is no pressure, no commitment, and no cost. Just expertise you can count on.

**Q: How do I reach DeJaVu?**

Phone/Text: 561-834-8874

Text photos directly to: 561-577-0017

Email: [DejaVuAuctions@gmail.com](mailto:DejaVuAuctions@gmail.com)

Showroom: Palm Beach Gardens, FL (serving Port St. Lucie to Miami)

We look forward to hearing from you.

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