



RAFFLE TICKETS FAQ'S

How do I buy raffle tickets?

First, to buy raffle tickets or bid on any auction items or, you need to register with Clickbid. Once registered, go to <https://Brighton.cbo.io>, sign in and you will see 3 raffle tickets options listed—1 for \$25, 3 for \$50 or 10 for \$100. Click on the dark blue MORE/BUY button, then choose PURCHASE, choose quantity, and then purchase again.

Please note when choosing quantity for the 3- or 10-ticket raffle option, multiply the quantity by the number of tickets. For example, if you are purchasing the 10-pack, "Purchase 1 for \$100" refers to 1 ten-pack or 10 tickets, "Purchase 2 for \$200 refers to 2 ten-packs or 20 tickets, and so on.

Why does the Raffle Ticket 10-pack show 1 for \$100, 2 for \$200, 3 for \$300... instead of 10 for \$100, 20 for \$200, 30 for \$300... when I click PURCHASE?

Sorry, we realize this may be a bit confusing but unfortunately cannot change the way the Clickbid system works. "1 for \$100" is referring to 1 Pack of 10 tickets for \$100, so you would be getting 10 entries if you spend \$100 or 20 entries if you spend \$200.

Why does the Raffle Ticket 3-pack show 1 for \$50, 2 for \$100, 3 for \$150... instead of 3 for \$50, 6 for \$100, 15 for \$150... when I click PURCHASE?

Sorry, we realize this may be a bit confusing but unfortunately cannot change the way the Clickbid system works. "1 for \$50" is referring to 1 Pack of 3 tickets for \$50, so you would be getting 3 entries if you spend \$50 or 6 entries if you spend \$100. However, your best bet is to purchase the 10-pack if you are going to spend \$100 as you get 4 more entries.

I just want to buy raffle tickets, why do I have a bidder number?

All purchasers regardless of what they are buying need to register which automatically creates a bidder number. You are under no obligation to buy something because you have registered.

Where are my raffle tickets?

You will not receive a physical ticket. Your name gets put into an automated system (ClickBid) per the number of tickets you purchase. Your name and phone number are printed on each ticket that goes into the raffle drum.

What is the last day to purchase raffle tickets?

The Holiday Auction & Raffle close on Sunday, December 6th at 11:59 pm.

Is there a limit to the number of raffle tickets I can purchase?

No, there is no limit to the number of raffle tickets you can purchase. The Raffle closes on Sunday, December 6th at 11:59 pm.

Can I enter the raffle drawing over the phone?

Yes, please call (210) 826-4492 and ask for Merry & Brighton Raffle to buy your ticket(s) over the phone with a credit card. You will receive an email confirmation with purchase information. If you do not have an email, you can request a receipt be mailed to you.

When is the raffle drawing?

The random drawing will be held on December 10, 2020, and viewable on www.brightonsa.org.

What is the raffle prize?

Raffle Prizes: One eligible winner will receive their choice between two (2) different Chevrolet vehicles, each with an approximate value of \$30,000. The two choices include: 2020 Chevy Impala in silver or a 2020 Chevy Silverado 1500 Crew Cab in silver. The winner will be selected by a random drawing that will be posted on GoodHeartsRaffle.org on December 10, 2020 and notified via email entered during raffle entry. There is no cash alternative prize available as per Texas state law and the selected winner must agree to accept the prize within 14 days of notification which may be done via phone, email, text, or U.S. Post Office. If the selected winner fails to claim their prize within 14 days, for whatever reason, they will forfeit the prize and an alternate winner can be selected.

One eligible winner will receive a \$5,000 VISA gift card and one eligible winner will receive a \$2,500 VISA gift card. These prizes represent a second and third place.

How is the winner notified?

The winner will be called and notified via email entered on raffle entry. There is no cash alternative prize available as per Texas state law and the selected winner must agree to accept the prize within 14 days of notification which may be done via phone, email, text, or U.S. Post Office. If the selected winner fails to claim their prize within 14 days, for whatever reason, they will forfeit the prize and an alternate winner can be selected.

Are my raffle tickets tax deductible?

Unfortunately, buying a raffle ticket to support a nonprofit organization is not a deductible expense.

REGISTRATION

Why do I need to register?

You need to register to bid on any auction item or buy raffle tickets. You can scroll through items to preview the auction without registering. You are under no obligation to buy something because you have registered.

How do I register?

There are 2 ways to register:

Visit <https://Brighton.cbo.io> and click **REGISTER NOW**. Once you complete the form, you will receive a text message with the bidding link and your bidder number in it.

AUCTION & BIDDING

How do I bid on an item?

First, to bid on any auction item or buy raffle tickets, you need to register with Clickbid. Once registered, click on the dark blue **BID/INFO** button on any auction item. There you can place a fast bid, bid or set a max bid, and read details about items.

What is max bidding?

Max bidding allows the bidder to place a bid for the highest amount they are willing to pay on a particular item and hold that bid without letting any other bidder know that there is a max bid set. When someone else sees the item that has a max bid placed on it, they will see the amount that anyone has tried placing a regular bid on. If they try to place a regular bid, they will have a red note that shows them the amount they bid is not available. No outbid text goes out to these bids because they instantly know they have been outbid.

How do I place a max bid?

To place a "max bid", tap on Bid/Info > BID/SET MAX > select the amount you are willing to spend on the item > SET MAX. The system will bid up to that amount for you automatically.

You will be notified via text message if you are outbid on this item.

I am looking for [X Brand] products, how do I find them?

The brand name is always listed in the auction item name, so you can enter that term in the Search bar to easily filter a particular brand or type of item. For example, if you are looking for an iPhone, you can type "Apple" or "iPhone" to filter those items.

Are my auction purchases tax-deductible?

Donations and amounts over the fair market value for goods and/or services purchased at an auction may be tax-deductible. Consult your tax advisor to determine your deduction eligibility. This organization provides no tax advice.

I forgot my bidder #?

Type your phone # or email address in the bidder # box. Tap GO. You also can tap on the "?" for help.

How do I remove a bid?

Right after you place a bid, you have the option to “undo” on the confirmation banner at the top of the screen. Once this banner goes away, you will need to see email brooke@brightonsa.org for assistance in removing the bid.

How do I opt back in for text messaging?

I already selected “no” or replied “STOP” to the SMS text message alerts, not realizing that I wouldn’t receive outbid notices. Can I fix it? Yes! Text “START” to 56651 to begin receiving these once again.

Did I win an auction item?

Once the auction has closed, you can look under MENU/MY ITEMS to view everything that you have won/purchased.

Where is my receipt?

If you have not received a receipt via email, it may mean that you are not checked out yet. Please look for the red Pay button and checkout to receive your receipt. Entering a credit card at registration does not mean you are automatically checked out. If you have checked out and don’t have a receipt, please email brooke@brightonsa.org and request your receipt be resent.

When does the auction close?

The Auction & Raffle close on Sunday, December 6th at 11:59 pm.

How do I checkout?

You can securely checkout from your phone with a credit card. Once you have a checkout available, a red “Pay!” button will appear at the top of your bidding screen. Tap on this button to proceed to checkout. If you have not already put a credit card on file, you will need to do so at this time to check out from your phone. You will receive a receipt at the email provided during registration/checkout.