What is Flywire?

Flywire, our new trusted and verified payment partner. Flywire will securely process all payments and refunds.

What date will the transition to Flywire occur?

All transactions purchased on or after December 11 will be processed through Flywire.

Do I need to do anything now to prepare?

Any stored credit cards on Liquidation.com will be removed on December 11. No action is required today, but you will need to enter your payment information into Flywire once the transition to Flywire is complete, on December 11.

Why does Flywire say it takes 2-3 days to get a bank transfer?

This is to accommodate manual matching if needed. Manual matching ensures your payment is correctly applied to the intended invoice and verifies the authenticity of the payment.

How can I get my bank transfer to match faster?

Buyers who include the Flywire Reference ID on their wire and ensure the amount they send matches the invoice can expect a match to occur automatically once the funds are released from their bank and received by Flywire.

I just had taxes/VAT removed what do I do now?

To pay your new amount, please go to Lots Won page in your account, select your pending invoice and rebuild it. This will now reflect your new amount, and you can proceed to check out.

I sent in my bank transfer without taxes, and it is still showing unpaid.

If your invoice amount still has the taxes on it we cannot automatically match. Please contact our Customer Service team so a ticket can be raised with our finance team to accept the underpayment.

What are my options for payment and is there a cost associated with them?

- Wire Transfer – No fees and payment posts within 24 hours if reference numbers are present
- Debit Card/ACH – No fees and up to 4 business days to complete processing
- Paypal – No fee and payment posted within 24 hours
- Credit Card – Additional processing fees will apply as billed by banking institution

My bank is challenging why I am wiring to a third party instead of Liquidity Services. Flywire is our trusted third-party vendor managing our full checkout process. When creating a bank transfer, you can download the instructions, which include a letter for your bank authorizing payment to Flywire. If you did not download this letter, please contact our Customer Service and we can send you another.

How are buyers' refunds handled through Flywire?
Flywire will refund the card/account from which the payment was made. Our previous provider took as long as ten days to issue a refund, and Flywire typically processes the refund within 3–5 business days.

Why is the total on my statement different than my invoice amount?
If you chose a payment method that includes a surcharge (credit card) then your statement from Flywire will reflect the total amount charged which will include the invoice total from Liquidation.com plus the surcharge collected from your credit card company

Why is Flywire asking me for more information about my payment?
Flywire is dedicated to ensuring all our payments are authentic and reducing fraud. Therefore, they will reach out to do additional validation if needed. This also occurs for Bank Transfers, where the REF ID is not included, so they can validate the match.

Can I avoid the credit card surcharge?
Yes, you can choose to pay with your Debit Card or utilize a direct Debit (ACH)

If I get a refund, do I get the surcharge back?
No, the surcharge covers the processing costs with your credit card company; it is not a fee that we get and could refund.

Can I pay for multiple transactions with one wire?
No, you need to create a new payment request. This will generate new payment instructions and a unique payment ID for that specific transaction