

## Frequently Asked Questions

### Paper Service

**I need to serve someone, but I don't have their address. Can the Sheriff's Office give me that information?**

No. By law, the Sheriff's Office is not allowed to provide an address to you. We recommend using online resources to locate that information. A valid Eau Claire County address is required for papers to be accepted for service. PO Boxes are not accepted.

**How much does it cost to have someone served?**

The fee for paper service is \$100/person served and includes three attempts, mileage and return postage. The fee is non-refundable and pre-payment is required.

**I have to serve two people, but they live at the same address. Is there a discount?**

No. The fee for paper service is \$100/per person, regardless of address.

**I have two different papers to serve to the same person. How much does that cost?**

The fee is \$100, since both papers are being served to the same person.

**How do I submit my payment?**

Payment can be submitted online using the [online payment link](#), or by mail or in person at 721 Oxford Ave, Ste 1400, Eau Claire, WI 54703. Check, credit card or money order are accepted when paying in person.

**How many copies of the paperwork do I need to bring?**

We require two complete copies for each person or entity being served. If you do not provide that, an additional .25 cents/page copy fee will apply.

**I have papers to serve, but I live three hours away. How can I get them to you?**

Papers can be emailed to [civilprocess@eauclairecounty.gov](mailto:civilprocess@eauclairecounty.gov). Be sure to submit your payment first and include the payment confirmation page in your email. You may also mail them to the following address:

Eau Claire County Sheriff  
Attention: Civil Process  
721 Oxford Ave, Ste 1400  
Eau Claire, WI 54703

**Can you serve someone in another state or county?**

No. You will need to contact the Sheriff's Office in the county that they reside in to have your paperwork served.

**Can you serve these papers today?**

Same-day service cannot be guaranteed. Generally, the first attempt is made within one business day of receiving the paperwork. It is your responsibility to allow enough time for the service to be completed. Service deadlines are determined by the type of paperwork you have. See Time Requirements for Service in the paper service section for more information.

**Can you serve papers at a specific date and time?**

We cannot guarantee this, but we can attempt to accommodate it if a deputy is available and depending on the circumstances.

**When serving papers, can you leave them in the mailbox or in the door?**

No, personal service is required for most papers. In some instances, paperwork can be subserved to a resident of the household who is age 14 or older.

**My boyfriend and I broke up, can you make him leave our house?**

No. The Sheriff's Office cannot remove a resident from a home without a court order. You will need to contact the Clerk of Courts office and file the necessary paperwork for eviction. You may contact them at 715-839-4816.

**Temporary Restraining Order/Firearms**

**Where do I file a restraining order?**

Restraining orders are filed at the Clerk of Court's office which is located on the 2<sup>nd</sup> Floor of the Eau Claire County Courthouse. They can be reached at 715-839-4816.

**Will I be notified when my restraining order is served?**

You can sign up for the VineLink notification system to receive an automated message when your restraining order is served. A link is provided on the Civil Process main page.

**I've been court ordered to surrender my firearms; how do I do that?**

An appointment is required to surrender firearms. To schedule, contact civil process at 715-839-5160. A deputy will meet with you at the appointed time and escort you and your firearms into the building. Firearms must be unloaded and have accessories removed (when possible). The deputy will provide a receipt which you must then file with the Clerk of Courts office.

**My injunction has expired, and I want my firearms back. What do I need to do?**

The first step is to file a Petition to Return Firearms with the Clerk of Courts office. Once approved by the court, you may then contact civil process at 715-839-5160 to schedule an appointment to have them returned.

## **Sheriff Sales/Foreclosures**

### **I've never attended a Sheriff's Sale before, what do I need to know?**

Sheriff sales are held the first Wednesday of the month at 10:00 am inside the Oxford Avenue entrance of the Eau Claire County Courthouse. The list of properties can be found on the Sheriff's Office website, the posting board in the Eau Claire County Courthouse and in the city office or township town hall. Pre-registration is not required to bid. The sale is conducted auction style, and the winning bidder is required to have 10% of the purchase price in the form of cash or cashier's check at the time of the sale.

### **Can I see the property before the Sheriff's Sale?**

No. All properties are sold as is and are not available for viewing.

### **How do I find out if there are any liens or back taxes due on a property?**

You can contact the County Treasurer and the Register of Deeds to inquire about this information. You may also contact the attorney's office that is listed on the Notice of Sheriff's Sale.

### **I purchased a property at the Sheriff's Sale, do I get the keys the same day?**

No. The sale is not final until the confirmation of sale hearing is held, and the remaining balance is paid. This is scheduled with the Clerk of Courts and can take place anywhere from 10 days to a month after the Sheriff's Sale.

### **I purchased a property at a Sheriff's Sale, but the property is still occupied. How do I get them to leave?**

If the property is occupied after the confirmation of sale hearing is held, you will need to contact the Clerk of Courts office to file a Writ of Assistance. Once you have that court order, the Sheriff's Office can assist you with removing the occupants. To contact the Clerk of Courts office, call 715-839-4816 or visit their office on the 2<sup>nd</sup> floor of the Eau Claire County Courthouse.