

FAQ

Some Frequently Asked Questions.



Q. What is the postage/shipping cost to...?

A. All the costs are already specified on the listing, just take a look. In the Item's description you can find the total weight of the item and its consequent *weight range*. Check in the postage costs chart for that *weight range* and you will find the rate for your country. To this postage costs you may have to add package fees and insurance (see next questions).

Should you have any doubt about postage costs, just e-mail us for a quote.

Q. What are your package and handling fees?

A. Subastamejor sells on consignment, and is not the actual owner of the items. That is why we cannot include packing, handling and material fees into our overall sales price. Our shipping and handling rates reflect materials and services fees, as this is the only way we can assure that all items will arrive safely and properly protected. There is no exception to this, please bid accordingly!

You will find package fees clearly stated on the item's description, together with specification of materials (boxes, padded envelopes, bubble wrap, bubble bags, peanuts, craft paper and tape).

Q. Is cost of insurance already included in your shipping rates?

A. No. As a rule, it isn't. Only on some larger or heavier items (*weight range 12*) it may be, but if this is the case, it would be clearly specified in the item's description.

Should you prefer to insure the shipping, you can find an estimate cost, based on item value and destination, in the Insurance fees chart of the listing.

Upon termination of the auction, you will receive a confirmation email of the exact shipping and insurance rates. You will be able to choose the shipment method and whether you want to add insurance or to exclude it.

Please note that insurance services are provided by third parties such as Postal Service, UPS, DHL, etc. and we only pass the costs onto you. When you buy that insurance, you agree to the terms and conditions of the shipping company, such as maximum coverage and excluded items and countries.

Q. Do you provide a tracking or confirmation of delivery number?

A. Yes. All of our items are shipped by recorded mail and tracking or delivery confirmation numbers are provided automatically by email. Subastamejor will not deliver items through regular mail with no proof of delivery. This is for your protection and to lead to a positive overall shopping experience.

Q. Will you combine multiple purchases to save shipping costs?

A. Of course. Items purchased under the same account will be automatically combined into one invoice and the combined postage fee will apply to your order's total.

You can calculate the cost of the combined shipping adding up the weights of all the items and looking for the rate of the total weight in the postage cost chart.

Domestic shipment it is easy. But for international, please ask first, as combined shipping may not be available with larger items and prices to non-European countries can get very high on heavier packages.

Q. Do you ship to P.O. Boxes?

A. Yes, we ship to P.O. boxes via Postal Service. We cannot ship to P.O. Boxes only when a courier like UPS or DHL has been chosen for the delivery because they require an on hand delivery.

Q. Can I ship to an address different from my credit/debit card address?

A. Due to the increase in credit-card fraud, orders will only be sent to the card holder's PayPal billing address.

Q. May I pick up my items from your premises?

A. No, sorry. As a rule, no local pickup is available, because we still have not a high-street shop to manage it. Only in unusual situations a local pickup is offered and, in this case, it is clearly stated in the item's description.

Q. Have you posted my item yet? It's been a while and I haven't received it yet.

A. We usually ship within 2-3 business days since payment is cleared and we send a confirmation email with the tracking-number to follow the shipment. If you have received such email, you should have your order very fast (please note that international shipping may take several weeks) and you can also track the shipment using the mail tracker tool at the link we provided to you.

Q. What if my purchase is damaged or lost during shipping?

A. In the event that your item is damaged or lost in transit, you may be eligible for a refund if insurance was purchased to cover the full amount. If this is the case, a claim can be filed with the courier or the Postal Service.

We will file the claim for you, on request, but, please, note that Subastamejor can not be held responsible or liable for damage or loss of the goods during transportation and that it is the Postal Service that approves the claim and decides if they will refund your item. We'll keep you fully informed about the claim process and will issue the amount as soon as the Postal Service refund is received (it normally takes 3-5 weeks).

Below is a checklist of what we need from you in one return email for the claim paperwork.

1. Which is the damaged item, and a clear description of the damage (cracked, crushed, shattered, etc)
2. Digital pictures of the box, the packing materials, and the broken item
3. If you prefer to have it repaired, replaced or refunded
4. If the damage is a total loss or if it is repairable - associated costs with repair
5. Your full name and address.

Q. Will you give me feedback? How do you handle it?

A. Yes, we haven't missed anyone in almost 4 years.

We will leave feedback once it has been left for us. It is a courtesy to the seller that once buyers receive their items, as this is part of the communication by the buyer, to let the seller know they have received the item to their satisfaction.

Should you not be satisfied with the goods received, please do not leave your feedback without first contacting us and allow us to solve the problem as soon as possible. We are committed to following the aforementioned procedure with you.

How to leave feedback:

If you do not know how to leave feedback, in «*my eBay*» account under auction won, come back to this auction page once you win, and there is now an option for you to leave feedback in a grey box at the top of page. Click on «*leave feedback*», leave a positive feedback for us and we will leave a positive feedback for you automatically.

Q. How do I contact you? What is your contact information?

A. If a question arises please contact us by eBay or by email at the address subastas@subastamejor.com. Your question will be answered as soon as possible by a knowledgeable representative from our team.

The contact details of Subastamejor are:
Subastamejor

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