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## **Importance of Inspections**

Condition of the crystal is essential to maintaining its value. For crystal to command reasonable secondary market values, it **MUST** be mint. Chips, no matter how small, can reduce value to 50% easily.

The original box is also critical for ensuring that the crystal sells at the highest going rate at the time.

When transactions take place directly between the buyer and seller, it is up to the buyer to ask the right questions and be completely satisfied with the item being purchased. The seller may or may not be knowledgeable. The seller may not fully understand the definition of "signed" or "mint", yet use those exact descriptions in ads to sell his crystal. The seller is advertising his crystal in the best possible manner so that his crystal sells over the same item from a different seller. He has his own interests at stake.

Crystal Exchange America has thousands of satisfied customers, buyers and sellers alike. However, we are not representing an item that we own. So if an item from one seller fails our inspection, most likely, we can get the same item from a different seller with little or no price difference to the buyer. It is easy for us to be objective when we are not inspecting a piece of crystal that belongs to us.

We do a very thorough inspection once the crystal is pending a sale. The percentage of crystal that fails our inspection might be surprising to collectors. Though we do provide a 48-hour inspection to buyers, we have very, very few returns. And we do put special (removable) markings on the crystal, so that if a buyer is not satisfied, we can be sure that the crystal returned is the same, undamaged item that we shipped. This is critical to the security of the seller knowing that if his item is not satisfactory to the buyer, that we will return the exact same piece back to him (the seller).

## Our Inspection

We do our very best to ensure that items are accurately represented by the sellers to ensure that our buyers are getting exactly what they want and have agreed to purchase.

In most cases, it takes 7-10 days to get items in from sellers and get them inspected.

For items that the sellers represent as MINT, items will be rejected for nicks, chip, scratches on the crystal as well as improper repairs and alterations that could occur during a repair process.

We do NOT reject pieces for...

- ◆ bubbles or mold marks. These occur naturally during the manufacturing process.
- ◆ condition of box/cylinder, generic product booklet, certificate, or identification sticker.

For Non-Annual Editions/Limited Editions...

- ◆ If a seller states that the generic booklet (sometimes called the certificate) is included, we will make sure it is there.
- ◆ If a seller states that the identification sticker is attached to the box/cylinder, we will make sure it is there.
- ◆ If the seller states "unknown" for the generic booklet or identification sticker, they may or may not be included. So if you purchase items where it does not specifically state they are included, be prepared to accept the items without the booklet or identification sticker.

During the inspection, we put our mark on the piece. This mark is removable and **MUST** be on the piece for us to accept it as a 'return' from the buyer. To protect the sellers, we will **NOT** accept it back for a refund or return it to the seller if our original mark has been removed.

## **Return Policy**

We have VERY, VERY FEW returns, largely due to the thorough inspections we do in-house. Nonetheless, we do feel it is important for our purchasing customers to "accept" the items before the sellers are paid.

***Books, Software, Empty Boxes, Certificates, Gloves, Collector Publications, and NOT-MINT Crystal CANNOT be returned for any reason.***

For crystal items, represented as MINT, the buyer has a 48-hour inspection period that begins when UPS (or assigned shipping company) delivers the order.

For orders that are delivered by private courier, sales are considered FINAL at the time the private courier leaves following buyer inspection.

If the buyer is not satisfied with a piece in the order, the piece can be returned only IF:

- ◆ You have our authorization. No problem... just Contact Us.
- ◆ The piece is in its original condition. We don't want you to drop and break it then tell us it is not mint!
- ◆ VERY IMPORTANT... Our original mark has not been removed.
- ◆ We do not accept returns for "box condition" or "certificate/paperwork condition".

Items that are "not what the customer expected" are considered a CANCELLED ORDER.

All returns require our authorization and must be shipped within 48 hours of our authorization using a "traceable" method of shipping. Buyer is expected to fully insure the item(s). The cost of return shipping is the buyer's responsibility.

There are no replacements and no refunds for unauthorized returns, late returns, or items that are damaged during the return transit.

Upon receipt back and verification that it is the same piece sent to the buyer, we will attempt to locate and re-ship ONE replacement at no additional cost. If we are unable to do so, we will refund the full price of the piece.

When the inspection period expires, we consider the sale to be complete.

If the buyer cancels the transaction at any time, please be reminded that the deposit and any shipping fees are NOT REFUNDABLE.

***There will be NO EXCEPTIONS to this policy.***