



Request A Kit FAQ

FREQUENTLY ASKED QUESTIONS

1. Do I have to pay for shipping?

Shipping is free, when you “request a kit” you will be sent a pre-paid Priority Mail Flat Rate Box and shipping label. If it fits, it ships – up to 70 lbs.

2. How long will I have to wait to get appraisal of my items?

Once your kit arrives, our team of experts will go through the entire lot and determine our offer. This process varies depending on the size of your lot, the rarity of the items, etc. On average kits are processed in 3 to 5 business days.

3. What if I change my mind?

Our 100% Customer Satisfaction Guarantee means that if you change your mind for any reason we will return your items free of charge.*

4. How do I get paid?

Once you accept our offer, we will process your payment in 48 hours. We offer two methods of payment. You can select expedited payment by using PayPal (please note, applicable PayPal fees may apply). Our default payment method is company check sent via USPS.

5. What items can I send in?

Please see our guide.

Bracelets (bangles, bracelets & charms), Dress & Fur Clips, Earrings, Necklaces & Pendants, Matched Sets, Men’s Accessories (cufflinks & ties clips) Pins & Brooches, Rings, Antique/Vintage Watches (in any condition), Tangled Jewelry, Single Earrings, Missing Stones, Scrap Gold.

Sterling Silver Jewelry from Mexico, Scandinavia, and Native American. Designer Costume (Chanel, Eisenberg, Schiaparelli, Ralph DeRosa, Trifari, Hobe’, Christian Dior, Weiss, etc.), Fine Pearls, Amber and Bakelite.

We also accept vintage & antique Military & Masonic Metals, Sterling Silver Hollowware, Purses, Pens, and Small Travel & Case Clocks.

6. What if I have a special item, or question?

Be sure to check our guide and the Astor Galleries List. If you have special piece you would like to bring to our attention, or have a question about your item, please email info@astorgalleries.com.

7. Can I send in photos?

If you would like to send a photo of a special item to be considered by Astor Galleries, please send them to info@astorgalleries.com. The email should include your contact information, and your question.

8. Can I get my items appraised?

If you would like your items appraised, go to www.astorgalleries.com and click on **Appraisals**.

9. Are there items you do not accept?

Please see our guide. We **do not** accept **very fragile items** (crystal, china, figurines, vases) via mail. We **do not** accept **modern items**: electronics, records, videos, DVDs, digital watches, toys, paperback books, or books that are not first edition. We **do not** accept furs/stoles or clothing. We **do not** accept items marked **silver plate** (see page 8 of our guide).

We **cannot** accept items that **do not fit** in one of the **flat rate priority mail boxes** we provide, unless you have received prior authorization from Astor Galleries.

We cannot accept furniture or larger items via mail. If you have larger items, or a large quantity from the Astor Galleries List, you may qualify for a home visit. Please contact us at info@astorgalleries.com to inquire about a home visit.

10. What if I have a large collection of items, or items from the Astor Gallery List?

If you have items on this list you are looking to sell, you may qualify for an exciting FREE home visit from one of our professional appraisers. Please contact us at info@astorgalleries.com.

11. How does this work?

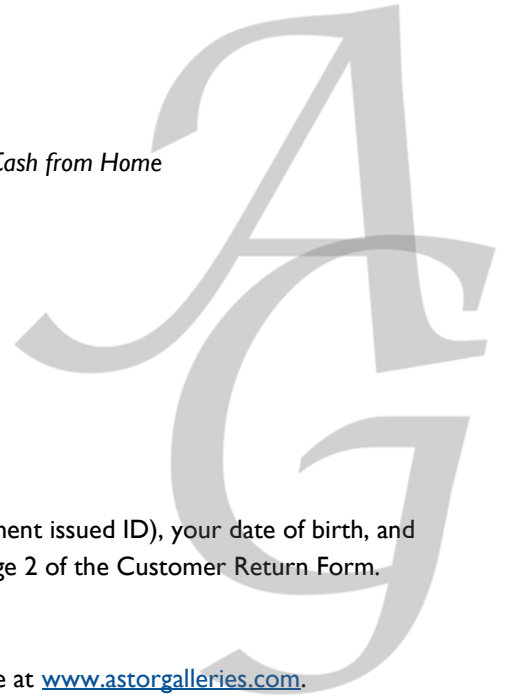
- Request a FREE kit at www.astorgalleries.com.
- Carefully pack your items using the Astor Galleries Guide instructions. Fill out the Customer Return Form, enclose it in the kit, and seal the box closed. Take your package to the post office for shipping. Your kit is tracked and insured from the moment it leaves your hands.
- Once we sign for your shipment, our team of experts will go through your whole lot thoroughly, identify any good jewelry that you may have missed, and prepare your offer. We will contact you via email, phone, or USPS mail.
- To accept your offer, simply reply "Accepted." If you choose to decline the offer, reply "Declined."
- Once you accept the offer, payment will be sent within 48 hours.* If you decide not to accept the offer your items will be returned free of charge.

12. What is the 100% Satisfaction Guarantee?

If you are not satisfied for any reason with our offer, or service, we will return your items free of charge.*

13. Where do I request a kit?

Visit www.astorgalleries.com and click on **Request a Kit**.



14. What is included in the kit?

The kit includes:

- Welcome Letter
- **Astor Galleries Guide** - *An Easy Way to Turn Your Unwanted Treasures to Cash from Home*
- **Astor Galleries List** – *List of items we specialize in*
- **Amazing Discoveries** – *Astor Galleries discoveries from home visits*
- Customer Return Form
- Pre-paid Priority Mail Flat Rate Box and shipping label
- Request a Kit FAQ
- Terms & Conditions

15. Government Issued ID, Birthday, and Signature

New York law requires that you supply your Drivers' License (or other government issued ID), your date of birth, and your signature. In order to avoid any delays, please complete this section on page 2 of the Customer Return Form.

16. Where can I see the Terms & Conditions?

The Terms and Conditions are included in the kit. They can also be found online at www.astorgalleries.com.

17. Where can I find the Privacy Policy?

The Privacy Policy is available online at www.astorgalleries.com.

18. Are my items insured?

Your items are insured from the moment they are dropped at the USPS for shipping. Please see the Terms and Conditions, section 4 – Loss Guarantee and Insurance.

19. Can I request additional insurance?

To request additional insurance for a special item, you must send in a request to info@astorgalleries.com. Your request should include photos of your item(s) and a description. Astor Galleries will then review your request and contact you.

20. Can I track my items?

Your items are tracked from the minute you drop them for shipping at the USPS. You can track your items using the tracking number located on the shipping label provided in your kit.

21. How do I find out about the Referral Program?

If you refer a friend or family member to the Company, we will pay you 5% of the accepted offer amount (up to \$250) on their first Transaction with us. Payouts will be awarded 14 days after the referred customer has accepted their payment from us. You can refer multiple customers, but we will payout only once per new customer referred. Referrals involving existing customers, i.e., customers that have previously transacted business with the Company, are not eligible for payouts. For more information email info@astorgalleries.com.

22. Do you accept broken watches?

We accept watches in any condition.

23. How long do I have to send in my kit?

Your prepaid return USPS shipping label is good for 30 days after the shipping date. Don't delay, send in your kit today. To request additional time to prepare your package, please email info@astorgalleries.com.

24. Can I drop my items off?

Our warehouse is not open to the general public for insurance and security purposes. We accept items through our mail-in service, or scheduled house calls. For more information please visit www.astorgalleries.com.

25. How much do you pay for items?

Astor Galleries is proud to say over 90% of customers who sent in their unwanted treasures with our kit accepted their offer. We believe you will too. Our offers vary depending on market conditions. We pay 20 – 40% on items that are widely available and in low demand, we may pay 60 to 75% or more for items that have limited availability and are in high demand. Yes – you make more money when you send in better items. We invite you to send in your items and we think you will be impressed with our offer. Put our 40 years of experience to work for you.

26. Can I request more than one box?

You may request additional kits after you have completed your first transaction with Astor Galleries.

* Terms and Conditions apply