



Astor Galleries

FINE ART, JEWELRY, ANTIQUES & COLLECTIBLES
ESTATES APPRAISED & LIQUIDATED

Over
40
YEARS

Put our
experience to
work for you.

www.astorgalleries.com

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 5 to 7 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 the **Astor Galleries Guide: An Easy Way to Turn Your Unwanted Treasures into Cash From Home** [Brochure]. 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, Designer Handbags & Sunglasses, Pens, Small Travel & Case Clocks, Scientific Instruments, Toys, and Gold, Silver & Antique Coins .

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

Be sure to check the **Astor Galleries Guide: An Easy Way to Turn Your Unwanted Treasures Into Cash from Home** [Brochure], 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 or call (800) 784-7876 for more information.

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 the **Astor Galleries Guide: An Easy Way to Turn Your Unwanted Treasures Into Cash** [Brochure].

We **do not accept VERY FRAGILE ITEMS** (crystal, china, figurines, vases) via mail.

We **do not accept MODERN/NEWER ITEMS** (electronics, records, videos, DVDs, digital watches, dolls*, toys*, paperback books or books that are not first edition, furs, or clothing,* as items must be vintage [equal to or greater than 30 years old].)

**Please note we DO accept Vintage (equal to, or greater than 30 years in age) toys, dolls and some clothing upon approval.*

We **do not accept MODERN COSTUME JEWELRY** (jewelry less than 30 years old, plastic beads, etc.)

We **do not accept STAMP COLLECTIONS** via mail.

We **do not accept HEAVY & BULKY LOW VALUED ITEMS** (e.g., most silver plated items, etc.)

We **do not 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 **do not 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 house call. For more information about house calls, please email us at info@astorgalleries.com, or call us toll free at (800) 784-7876.

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

If you have items on this list you are looking to sell, you may qualify for an exciting FREE house call from one of our professional appraisers. For more information about house calls, please email us at info@astorgalleries.com, or call us toll free at (800) 784-7876.

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 house calls*
- 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 vintage sterling charm bracelets/charms? Do you pay more than scrap value?

Yes we accept vintage sterling silver jewelry. We figure the value based on the workmanship in addition to the precious metal value.

23. Do you accept broken watches?

We accept watches in any condition.

24. Do you accept stamp collections?

We do not accept stamps with our mail in service.

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

You have **30 days** to send in your kit. Don't delay, send in your kit today! To request additional time to prepare your package, please email info@astorgalleries.com.

26. 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.

27. 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 market conditions. We pay 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.

28. What are the sizes of kits?

Your kit includes a prepaid USPS Priority Mail Flat Rate box. You can select either a **small box** (8 11/16" x 1 3/4" x 5 7/16"), **medium box** (11 1/4" x 8 3/4" x 6"), or **large box** (12" x 12" x 5 1/2"). Due to cost restrictions, when selecting a large box, you must provide information about the items you plan to send in, and you may be asked to supply photos.

29. Can I request more than one box?

You may request additional kits after you have completed your first transaction with Astor Galleries. We love repeat customers. If you send in more than three (3) boxes, ask about our "**REPEAT CUSTOMER BONUS**".

- *Some of our new customers only send in a small amount of value in their first box to test out our service. **However, if the value of your first box is too low, you may not qualify for a second and/or larger box.***
- *Does this statement apply to you? If so, please provide details about what you are including to make a higher value kit in your request to be qualified for additional kits.*

30. Do I need to report this income?

Your doing business with Astor Galleries is confidential. We do not report your transaction to any outside agencies. If you have any questions about the tax implications of these transactions, seek advice from a qualified accountant or tax attorney.

You may find this article helpful:

Selling Your Stuff: The Tax Dimension

<https://www.kiplinger.com/article/taxes/t055-c032-s014-selling-your-stuff-the-tax-dimension.html>

* Terms and Conditions apply

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