

Our Promise to You

We offer an Appearance & Functionality Guarantee for all your purchases at Things Sought After™. Specifically, you will receive your item(s) as depicted in the listing description (excluding dimensions & weights, as well as, color variations due to monitor settings); and your shipment will not be damaged during transit or you will receive a full refund of your purchase price including shipping costs. Claims under the Appearance & Functionality Guarantee must be handled in accordance with our Return Policy stated below. For defective merchandise, please see our Warranty Policy below.

Please be sure to read the entire description before placing a bid on, or buying our items. We use extreme care in writing the descriptions so that our customers can be certain of what they are buying. If you feel that we have not clearly described an item, please contact us for clarification prior to bidding or buying. If we determined that there was an error in the listing, which prompted your bid or purchase, and you wish to return the item(s), we will be happy to refund your entire purchase price upon receipt of the item(s) at Things Sought After™. However, returns based on buyer's remorse are not allowed and refund requests may be rejected. For more information, please see the Return Policy section below.

MSRP – Manufacturer's Suggested Retail Price (when provided) is based on available information at time of listing, provided as a courtesy to our customers and is not guaranteed to be accurate.

Any purchase from Things Sought After™ signifies your acceptance of the following policies:

Warranty Policy

Merchandise sold by Things Sought After™ is new (not used or refurbished) unless otherwise stated in the Item Condition section of each listing. Many of our items carry a manufacturer's warranty, which protects you against manufacturing defects and/or non-working units. When a manufacturer's warranty is supplied with our products, the buyer will be required to contact the manufacturer for warranty replacement. As a courtesy to our customers, Things Sought After™ can handle the warranty claim with the manufacturer on your behalf providing that you return the shipment to Things Sought After™ at your expense and in accordance with our Return Policy stated below.

If an item is being sold without a manufacturer's warranty, then Things Sought After™ will guarantee that your purchase will not be "dead on arrival" (unless otherwise stated in the listing) and assume full responsibility for handling an exchange or refund at our discretion. All claims must be submitted to Things Sought After™ in accordance with our return policy stated below.

Communications Policy

In order for us to provide our customers with excellent service we need to be able to communicate effectively with them. During our normal business hours, we typically respond to all email inquiries within (2) hours of being received.

If you need to contact Things Sought After™, our normal hours of operation are Monday through Friday 9:00 AM to 8:00 PM and Saturdays from 10:00 AM until 5:00 PM EST. We will be closed on CHRISTmas Day, New Years Day, Easter, Memorial Day, Independence Day, Labor Day and Thanksgiving Day.

Below are the methods that we use to communicate with future and regular customers:

- Generally, we communicate with potential buyers (as well as, regular customers) through email. Please use the "[Contact TSA](#)" link found in each of our eBay listings or simply add our email address (CustomerService@ThingsSoughtAfter.com) to your contacts list and send us a message through your favorite email program.
- All paying customers will receive a toll free number which they can use to contact us with questions related to their past purchases. Please refrain from using the phone number for questions related to products that you are interested in purchasing. This will allow us to keep an accurate record of our correspondence and help in resolving any future issues.
- All customers are automatically added to our email mailing list, through which future sales, clearances and new products will be announced. You may at any time remove yourself from our mailing lists by clicking the link provided in the message. All messages related to your purchase(s) will continue to be sent regardless of whether or not you requested to be removed from our mailing list.

Payment Policy

For payment by phone, we accept Visa®, MasterCard® and Discover® directly. Additionally, we accept PayPal™. For those who prefer not to use the PayPal™ payment gateway and would rather pay with a credit card via a secure offline payment method, please request our toll free number via email by [clicking here](#). NOTE: email is not considered a secure method of transferring your credit card information. Please DO NOT send your credit card information to us through your email program. Our toll free number is valid for residents of the USA and Canada only. If you live outside of the USA or Canada, please contact CustomerService@ThingsSoughtAfter.com for assistance.

- **Payment** – If payment cannot be made within (7) days, the buyer must contact Things Sought After™ to make other payment arrangements. The maximum hold time for any items won/purchased, (per arrangement with our customer service dept.) is (10) days. If the buyer does not complete checkout within seven days of auction close, the item(s) are forfeited and the buyer may receive a NON-PAYING BIDDER on their eBay account. We reserve the right to re-list all items that are not paid for within (7) days if payment arrangements have not been made with our customer service department.
- **Check or Money Order** – Due to changes on behalf of eBay, we are no longer accepting checks or money orders. For more information please [click here](#).

Shipping Policy

Things Sought After™ has chosen to use eBay's calculated shipping feature and pass along our carrier discounts to our customers. This means that you will only pay what the carrier charges for all shipments (minus our discounts). Each one of our listings provides the means to verify this for yourself (please see the "Shipping Information" section in each of our eBay listings).

Additionally, for shipments within the contiguous United States, we do not charge handling fees. We do this by absorbing the cost for packaging materials and labor as an incentive for our customers to purchase from us. We do however reserve the right to use the carrier of our choice. All shipments to the contiguous United States will be in the hands of the professionals at UPS®, FedEx® or USPS®. We exclusively use the United States Postal Service for all shipments to Hawaii, Alaska, international destinations and special requests to APO's, FPO's or PO Boxes. Rest assured that your shipment will arrive promptly, well packaged and in good condition. If for some reason something does go wrong, one of our customer service representatives will be quick to find a resolution for you. Please note the following important points:

- **Combined shipping** – We are happy to combine shipping whenever possible. After purchasing two or more of our items, please request a total from us before paying for your order. We will combine the shipments that can be combined, recalculate the shipping cost and send you an updated invoice.
- **Christmas shipping** – FedEx will accept packages until Dec. 23rd for Standard Overnight delivery before Christmas. Customers shipping packages in the contiguous U.S. will have until Dec. 17th to ship via FedEx Ground® or FedEx Home Delivery® for delivery before Christmas (Dec. 13th for packages shipped to or from Alaska and Hawaii). [CLICK HERE SEE THE FedEx® LAST DAYS TO SHIP CHART](#)
- **Your phone number** – We require your phone number for our carrier to assure expedient delivery of your shipment. After your purchase, please send your phone number to CustomerService@ThingsSoughtAfter.com and include your name and eBay transaction number for reference.
- **Tracking number** – A tracking number will be provided upon processing of the shipment. We will send shipping info to your eBay/PayPal registered email address. Please add our email address (CustomerService@ThingsSoughtAfter.com) to your "safe senders" list to ensure delivery of this important information. If you did not receive the messages we sent, simply email Things Sought After™ and request that they be sent to you again. Please provide your name and the eBay listing number for reference.
- **Signature Required** – Shipments that require a signature at time of delivery will be subject to (3) delivery attempts. If the carrier is unable to obtain a signature, the shipment will be returned to Things Sought After™ and the buyer will have to pay for shipping again in order to receive their purchase. Under these circumstances, the shipping charge is not refundable.
- **Insurance** – Insurance is automatically included in the stated shipping costs; it's all covered! If your shipment arrives damaged we will file a claim with the carrier on your behalf – we want to be sure of your total satisfaction. FedEx® and UPS® automatically insure all shipments valued at \$100.00 or less. You will only be charged insurance fees if your total exceeds \$100.00. For damaged products, the buyer is required to keep all packaging materials and the product(s) for inspection by the carrier. For assistance, please email us at CustomerService@ThingsSoughtAfter.com or call us using the toll free number provided with your payment notification.
- **Gift Recipient** – If you want us to ship your item(s) to a gift recipient, payment cannot be made through PayPal. If you pay directly (not through PayPal) with Visa, MasterCard, Discover Card, we will gladly ship your item(s) anywhere within our stated shipping destinations. When shipping to a gift recipient and paying with a credit card, a valid photo ID will be required for your protection. Please contact us for more information by [clicking here](#).
- **APO'S, FPO'S OR PO BOXES** – USPS shipments to destinations that are located outside of the United States may incur a small processing fee; this fee will be included in your displayed shipping cost and you will not be billed separately.

Residents of Hawaii and Alaska

- Please contact CustomerService@ThingsSoughtAfter.com prior to bidding or buying to obtain a shipping quote. Be sure to include your complete mailing address for accuracy.
- We use the United States Postal Service for all shipment to Hawaii and Alaska as courtesy to those customers in order to keep the cost of shipping as low as possible.
- Insurance and a traceable shipping service will be required for all shipments valued at \$20.00 or more.

International Customers

- Residents of Puerto Rico, the Virgin Islands and all other outlying U.S. Territories are required to contact us before bidding/buying to ensure that the item(s) you are interested in may be exported to your country regardless of whether or not eBay allows the purchase.
- USPS shipments to destinations that are located outside of the United States will incur a small processing fee. This fee will be included in your displayed shipping cost and is used to cover resources necessary for international shipments.
- Your phone number is required by the carrier before shipment. You can send your phone number to: CustomerService@ThingsSoughtAfter.com. Please reference your eBay ID and the eBay item number.
- International customers should confirm with your local customs agent that the items being auctioned or sold are allowed to be imported into your country prior to bidding/buying. We will not be responsible for rejected shipments.
- Import duties, taxes and charges are not included in the item price or shipping charges. These charges are the buyer's responsibility. Please check with your country's customs office to determine what these additional costs will be prior to bidding/buying. These charges are normally collected by the delivering freight (shipping) company or when you pick the item up – do not confuse them for additional shipping charges.
- On Customs documentation, we do not mark merchandise values below your purchase price or mark items as "gifts" - US and International government regulations prohibit such behavior.

Return Policy

All returns are subject to a 20% restocking fee. More specifically, if you wish to return your purchase for any reason other than outlined below; a 20% fee for each item returned (excluding shipping & handling fees) will be deducted from your refund. All previously paid shipping & handling fees are non-refundable and will not be included in your refund. Furthermore, the buyer shall be responsible for all shipping costs to return the merchandise to Things Sought After™. All refunds will be processed via the payment method used for the original purchase. For all credit card payments, please allow one complete billing cycle for your credit to appear on your statement. To confirm your refund sooner than that, please contact your payment processor for more information.

For your convenience we offer a customer satisfaction guarantee that ensures you the right to return your item(s) if we have inadvertently misled you in your decision to purchase from us. Specifically, if any of the following apply you may return the item(s) for exchange* or refund without a restocking fee:

- If an item you purchased from us, having been described as “brand new”, “working” or “new with tags” is found to be defective or otherwise non-working upon arrival. EXCEPTION: All items that carry a manufacturer’s warranty shall be handled under the terms of our Warranty Policy above. Moreover, if you wish to return a defective item(s) that is currently covered by a manufacturer’s warranty, a 20% restocking fee will be deducted from the refund and the cost of shipping will be the buyer’s responsibility.
- If we incorrectly describe an item’s features (excluding dimensions, weights, manufacturer’s pictures and color indifference due to monitor settings).
- If we state that the item has features that it does not actually have (excluding manufacturer’s pictures).
- If we accidentally ship the wrong item(s) to you, we will either send the correct item(s) or refund your entire purchase price.*

IMPORTANT: Any items described as being “non-working”, “defective”, “factory second”, “final sale” or “as-is” are not eligible for refund or exchange unless the carrier accepts responsibility for damage to the shipment during transit. The carrier will require the entire shipment including original packaging/materials to be submitted for inspection. Failure to provide the original packaging/materials and proof of damage will void this policy.

Under the above terms, Things Sought After™ will allow the return and exchange* or refund of your purchase providing that the following requirements are met:

1. The buyer must contact Things Sought After™ within seven days of delivery to request return authorization or the request shall be denied. Please call the toll free number which is provided on your payment confirmation email, or through the “Contact TSA” link found at the top of each of our eBay listings.**
2. Item(s) must be unused by the buyer and in the same condition as stated in the listing description (excluding damage during transit). **
3. Item(s) must be properly package for safe transport (using the original shipping materials if available). **
4. A traceable shipping method must be used (e.g. FedEx®, UPS® or USPS® Priority Mail).
5. All items must be insured for the full purchase price. Things Sought After™ will not be responsible for lost or damaged return shipments.

*Some items may no longer be available for exchange and thus are subject to refund only.

**If upon receiving the return it is determined that the buyer has not met any of these stipulations, the return may be rejected and the shipment returned to the buyer at the buyer’s expense or disposed of with no further responsibility on behalf of Things Sought After™.

Feedback Policy

Please understand that sellers are forced to choose between no feedback and positive feedback for every buyer regardless of how they followed our store policies, made a timely payment, or responded quickly to our requests for additional information related to their purchase (e.g. address information). Things Sought After™ believes this to be an insult to excellent buyers and a reward to those considered to be unprincipled. Since we cannot give “true” feedback related to a buyer’s behavior during the course of a transaction, Things Sought After™ has taken the position that we will only provide positive feedback for our customers who take the time to provide positive feedback for us first. Thank you for your understanding in this matter.

Please note that these policies apply specifically to the Things Sought After™ eBay store and listings. Our website has policies that may differ from these; please see our website for further information.

** This document and the policies contained herein are subject to revision. **

** The most current version published on our eBay “[About Me](#)” page will take precedence over all previous versions. **