

## Frequently Asked Questions

Q - Can you make offers on items?

A - Yes, depending on who owns the item(s) and how long it's been in the store this will determine the final sales price.

Q - Do you discount items?

A - Yes discounts are applied to items once they have passed the 4 month sales time period plus additional discounts may be given based on the amount you spend with us?

Q - Under your sell on a commission basis nominated price option what happens if an offer is made for less than the required agreed amount during the 4 months sale time period.

A - No items are sold outside of the agreed sales amount without getting consent from the owner first.

Q - On your nominated price option do you let me know when the 4 months sales time period has expired?

A - No this is your responsibility.

Q - If I require a collection or delivery are there any costs?

A - Yes as we sell a large amount of items on a commission only basis we do charge a minimal fee for collections and deliveries. The fee is purely to cover our staff and expenses. Our minimum fee is €5 upwards depending on the distance, time, delivery demographics and quantity of items.

Q - If I buy electrical or mechanical items do I have any guarantees?

A - Yes there is a 2 day guarantee on these items. As we are selling a large amount of other people's items we are only able to offer a 2 day guarantee, this is to make sure you are happy with your purchase. If you require a refund due to faulty reasons just let us know inside the 2 working days by email, phone or drop into the shop and you will receive a full refund.

Q - Do you give any longer guarantees on any items?

A - Yes in certain circumstances we are able to offer a longer guarantee period, each case will be looked at on its own merits.

Q - What happens if I request a refund after the 2 day guarantee time period?

A - In this instance if we have not received a communication by email, phone or a visit to the shop the items are classed as sold and no refund will be applicable.

Q - If I buy an item from your online classified ads/shop/auction which is not displayed in your store and is a direct to owner purchase what rights do I have?

A - easyads has no involvement in these purchases, therefore any issues that arise from this type of purchase is between you and the direct seller.

Q - Should I leave my items with easyads to sell and I do not come into the shop for a long period of time will I still get my cash payment?

A - Yes we have paid out every single client since our inception as there are no time limits on collection of funds.

Q - Can I nominate a third party to collect funds on my behalf?

A - Yes as long as we have a written authority from you and the third party provides us with identification.

Q - If I select easyads sell on a commissions basis and take the nominated selling price option what happens if my item(s) are not sold at the end of the 4 months sales time period?

A - In this instance if you have not removed your item(s) from our premises, easyads has the right to sell them at its discretion. The commission rate applied changes to 50%.

Q - Do you let me know when an item is sold?

A - No unfortunately due to the large amount of items sold on a daily basis it is impractical for us to let you know when items have sold. The responsibility is with you to contact easyads to confirm if any items have been sold. Our sales contract and contact page have all our contact details in order to ask for an update. In the vast majority of requests we will come back to you within minutes, however it can take up to 24 hours if the request is not in our opening hours or over the weekend.

Q - When can I collect payment after a sale?

A - There is a 2 day guarantee on all electrical and mechanical items therefore funds can be collected after this time period has elapsed. On the odd occasion some buyers are given a little longer guarantee period in order to install an item. Should this be the case we will make you aware of this when you inquire about your payment.

Q - Are my items insured for damage, fire and theft when displayed on your premises?

A - No currently we are unable to insure other peoples' items when displayed in store. We are currently looking for a solution to this issue. In the event that items are stolen in opening hours our policy is to class these items as purchased and therefore we will make payment as agreed in our sales contract.

Q - What is your policy on electrical and mechanical purchases that are returned in the 2 day guarantee period?

A - Should your item be returned we will notify you by SMS, email, or phone. If the item has not been removed within 2 weeks of the notification date we have the right to dispose of the said item.

Q - What happens if an item is sold in good working order and is returned within the 2 day guarantee period and is faulty?

A - The vast majority of items are tested in store before they leave the premises however should an item be returned faulty within the 2 day period we mediate between the seller and buyer for a suitable solution.

Q - Can you make payment for sold items by bank transfer?

A - Yes there have been a few occasions where we have transacted a bank transfer to make payment, in this instance the bank transfer fee will be deducted from any payments made. (bank transfers will only be made when funds are in excess of €50)

Q - Can I buy items online or by debit/credit card?

A - Yes we have a PayPal facility on all easyads online items and a Debit/Credit Card facility in store. There is currently no PayPal facility for online direct to owner items.

Q - Do you have any other payment options?

A - Yes if you are unable to collect and easyads is unable to deliver there is an option called re embolso. The Spanish post office will deliver the item(s) to your door and collect a cash payment from you. All delivery costs must be met by the buyer.