

Shipping Guidelines

While SwapIt Fast is not involved in the shipping of items, it is important that the parties understand their shipping obligations when engaged in a transaction. It is the responsibility of the parties involved in the transaction to arrange, pay for, ship, and receive the items being sold. As a general rule sellers are responsible for packaging and shipping their sold items to buyers, unless otherwise agreed upon by the parties. When using a shipping or fulfillment service, please keep in mind that the paying party is ultimately responsible for making sure that the item is properly wrapped, addressed and labeled.

1. When responding to a request on SwapIt Fast and agreeing to sell an item, you agree to clearly state whether the items will be shipped by the seller or picked up by the buyer. If the Seller is shipping the item, they must:
 - A. Provide an accurate "ships from" address.
 - B. Specify your shipping costs and processing times in your listings.
 - C. Ship items promptly after they are sold. Prompt shipping means that you ship each item within 14 days of purchase unless you specifically agree otherwise to a different shipping period with the buyer. Before you update your processing time for a specific order, you must first obtain your buyer's consent.
 - D. Comply with all local and international shipping and customs regulations.
 - E. Ship to the address provided by buyer.
 - F. Communicate with the buyer that the item has shipped.
 - G. Provide the true and accurate shipping tracking number to the buyer.
 - H. Charge an appropriate amount for shipping as agreed to as part of the transaction. Should the cost of shipping be more, sellers must confirm that the buyer is willing to pay the additional costs, agree to cover the additional cost themselves or terminate the transaction and refund any money paid, including any money for shipping and handling.
2. If the Seller is shipping the item, the buyer must:
 - A. Provide a true and accurate address to which the item may be shipped. If a P.O. Box or rural delivery is provided, it is the responsibility of the buyer to confirm that the item can be delivered to such an address.
 - B. Be present at the time of delivery or have someone of sufficient legal age (usually older than 16 years of age), if signature is required at the time of delivery.
 - C. Should the item be returned due because the buyer provided an invalid or improper address, the delivery service was unable to deliver to the address provided for any reason, including the inability of the delivery service to gain access to the property, a person of sufficient age is not available when required or buyer failed to retrieve an item that was unable to be delivered from the delivery service location, then the buyer shall be responsible for any additional shipping costs associated with delivery of the item.

In the event an order does not arrive, the seller should be prepared to provide valid proof of shipping. Valid proof of shipping must show that the item was shipped and that it was sent to the address provided by the buyer. If a buyer does not receive their order, be aware that the buyer

may be entitled to a full refund, including all shipping and handling costs and may seek redress against you by any legal means.

3. If the Buyer is picking up the item, they must:
 - A. Provide seller with the name of the service or individual picking up the item, if the service is an individual or not a national carrier service such as UPS or FedEx, the buyer must provide a means for the seller to authenticate the identity of the party, such as a photo.
 - B. Agree with seller as to the date and time, or a range to time and days, when the item would be picked-up.
 - C. Assure that the items are picked up within the agreed upon time or agree to another date and time or range or days and times when the item will be picked up.
 - D. Comply with all rules that the seller may reasonably require regarding the manner and method of picking up the item (such as which door to use).
 - E. Confirm with the buyer that the item has been picked up.
 - F. Assure that any costs which buyer is responsible to pay regarding the retrieval of the item has been paid to the appropriate party and in the required amount.

4. If the buyer is picking up the item, seller must:
 - A. Provide an accurate address where the item is available and can be removed with minimal effort and retrieved by the buyer or buyer's shipping service.
 - B. Cooperate with the buyer in arranging a reasonable time and day or range of times and days when the item can be picked up.
 - C. Protect the item from theft and damage until it has been picked up.
 - D. Not obstruct or interfere with the retrieval of the item.

SwapIt Fast does not screen users of our Services. Be careful and exercise caution and good judgment in all interactions with others, especially if you are meeting someone in person.