

SLG D.O.O.
PO box 63
51216 VISKOVO
CROATIA



SLG GRADING SUBMISSION FORM

RETURN SHIPPING INFORMATION				OFFICE USE ONLY	
FIRST NAME		LAST NAME		DATE RECEIVED	
STREET ADDRESS				RECEIVED BY	
APT/SUITE#				VERIFIED BY	
CITY		ZIP CODE		GRADING REP.	
STATE		COUNTRY		COMPLETION DATE	
PHONE #		EMAIL		NOTES	

GRADING OPTION				ADDITIONAL INFORMATION	
USUALL	YES/NO	CROSSGRADE	YES/NO		

#	CARD TYPE	CARD NAME	CARD #	SET NAME	YEAR	RARITY	DECLARED VALUE (€)
EX.	POKEMON	CHARIZARD	4	BASE SET	1999	HOLO	XXXX
1							
2							
3							
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SERVICE TYPES	1 – 10 CARDS	11 – 25 CARDS	26 – 49 CARDS	50+ CARDS (by agreement)
FIRST CLASS (3-5 business days)	70€ each	/	/	/
PRIORITY (2 calendar weeks)	50€ each	48€ each	46€ each	45€ each
RUSH (1 calendar month)	35€ each	33€ each	32€ each	31€ each
Standard (3 calendar months)	20€ each	20€ each	20€ each	20€ each
TAX is included in all prices				

SHIPPING, RETURN SHIPPING & INSURANCE
Every customer is responsible for shipping, return shipping and shipping insurance (depending on shipping service / provider) for cards that are meant to be graded with SLG GRADING COMPANY or can be agreed with SLG GRADING COMPANY via phone or email prior to shipping.
All costs regarding shipping, return shipping and insurance is covered by the customer.

Terms and Conditions

1. SLG Grading company is currently only grading regular sized cards (2.5x3.5 inches) ranging from 35pt to 180pt; any oversized cards such as booklets or cards exceeding the thickness of 180pt cannot be graded at this time.
2. Cards must be sent in protective holders (i.e., top loaders, penny sleeves, one touches, etc.) when being shipped. SLG Grading company will not be held responsible for any damages incurred through the mail. Any supplies used to ship the items to SLG Grading company will not be returned.
3. SLG Grading company will accept slabbed cards, however, while we will ensure to take every precaution when opening the case to avoid potential damage, we will not accept any responsibility should damage occur. No grades from other companies will be considered in our gradings.



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4. SLG Grading company will not grade any cards that are deemed to be inappropriate. This includes but is not limited to cards that feature nudity, hate speech or insensitive content. Cards of this nature will be sent back to the customer and the customer will be provided service tickets for the service paid for. No monetary refund will be provided. If you are unsure of your cards, please contact SLG Grading company prior to submitting your order.
5. The Service package selected will commence the day after the card(s) have been received at the SLG Grading company office, NOT when delivery service delivers to our PO box. You will receive an email when your package has been received.
6. Service times are calculated by Calendar days with the only exception being the First Class Service which will be completed in 3-5 BUSINESS days (doesn't include any weekends or Holidays). The rest will be as follows: Priority (2 calendar weeks) = 14 calendar days, Rush (1 calendar month) = 31 calendar days and Standard (3 calendar months) = 93 calendar days.
7. All services are backed by a full money back guarantee. Services must be completed within the service package time frame selected (plus delays for manual orders) and will ship the following business day. The Full money back guarantee will not be honoured if not completed due to circumstances outside of our control. These circumstances include but are not limited to Government regulations that limit our staff (i.e. closures/limits due to the COVID-19 pandemic), advertised closures and delays with shipping company drop offs/pick ups.
8. For any orders exceeding 50 cards please email or call to verify Service Type availability for any/all services. Failure to contact us prior to shipping your order will result in delays to your Service Type selected.
9. SLG Grading company will use DHL shipment services for all shipments up to 66lbs max; any orders exceeding that weight will need to be returned via DHL at which point additional shipping charges may apply and will be covered by the customer.
10. All shipments must have the SLG Grading company Submission Form in the same package with the order. In the case of manual orders, only the original copies will be accepted; NO photocopies.
11. Failure to neatly and accurately complete the SLG Grading company Submission Form manually can result in delays on the service turnaround time selected. SLG Grading company will contact the customer via phone or email using the contact information provided to clear up any issues and the service selected will not commence until the issues have been resolved. If there are any questions regarding the form, please contact us through email at slg.grading@gmail.com.
12. Any discrepancies between the SLG Grading company Submission Form and the cards received will be followed up with a phone call or email using the contact information provided. The package as a whole will not be graded and the service time will not commence until the customer has responded to SLG grading company and the issue has been resolved.
13. International Residents (Residents outside of Croatia) must contact SLG grading company either through email or phone prior to submitting their order for accurate return shipping rates.
14. Customers outside of EU must pre-pay for duties and taxes. If there are any duties and taxes when the shipment arrives to our PO Box SLG grading company will attempt to contact the customer, however, if they can't be reached the package will then be refused.
15. SLG grading company does not authenticate any card. Any card where the grader determines that there are clear signs of altering of any kind or the card being a reprint, will be returned ungraded in a semi rigid card holder marked with the reason for the return with the full fee still being charged.
16. We are currently accepting payment via bank transfer. After submitting your order you will receive invoice for our services on your email. Service time will not commence until payment has been received in full.
17. The customer is responsible for safe return shipping and return shipment insurance.
18. If there is a claim on any items, lost or damaged through the mailing process, the customer will receive the current sale market value (not values declared in price or reference guides) in return not exceeding the insured value paid for, which is determined by the courier service used.
19. SLG grading company uses the utmost care and thorough grading process to finalize the grades. Any disputes can only be applied to any errors on the typing of the label. It is the customers responsibility to review their items when received back in the mail. SLG grading will allow 14 days from when the package is delivered to the customer for any disputes, after that any changes will be completed at the customer's expense. If there are any issues, please email SLG grading at slg.grading@gmail.com.
24. SLG grading company is not liable whatsoever for any damage caused to the cards received, when not in the care or control of SLG grading company.
25. All shipments **MUST** be mailed to the following address: **SLG D.O.O, PO box 66, 51216 Viskovo, Croatia.**

I have read and agree to the above terms and conditions as stated by SLG grading company.

Signature: _____

Date: _____



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