

How To Use Liquidation.com Shipping & Logistics Service

Step 1: Get a Shipping Quote Prior to Bidding on an Auction: Determine what the estimated shipping cost will be for the auction to travel to you by clicking on the “Get a Shipping Quote” icon at the top of each listing.

To get the most accurate estimate:

- Check the box for Residential Delivery if shipment will be sent to a residential address.
- Check the box for Lift Gate if shipment will be sent to a residential address and shipment weighs over 200 lbs.
- For the most accurate Truckload estimates, email shipping@liquidation.com.
- Verify that the zip code that appears on this screen is correct. Any changes to the shipping address can be made in the My Account section of the Liquidation.com website.

Once you have factored in the cost of shipping, start bidding on auctions!

Step 2: Remit Payment for the Winning Auction:

If you are the lucky winner of one our auctions, you will receive an email within 1 business day containing detailed payment instructions. Your winning auction will not be shipped until payment is received.

Step 3: Coordinate Shipping:

Once payment, including all shipping charges, is received, Liquidation.com will arrange and manage the shipment of your goods to the shipping location listed in your account profile.

In limited situations, a Buyer may arrange their own shipping. To determine whether you can arrange your own shipping, check the Shipping Information section of each auction. For every auction it will state either “Buyer MUST arrange shipping through Liquidation.com” or “Buyer CAN arrange his own shipping.”

Step 4: Track Shipments:

Track your auction’s shipping status through the [My Account](#) page to stay updated on the location of your shipment.

Step 5: Receive Assets:

Depending on the shipping method, shipment can take anywhere from 1 to 12 business days from the date that the merchandise is picked up from the seller’s location.

Step 6: Inspect Assets

When the merchandise arrives at your location, we encourage you to inspect the package. If you receive a package from Liquidation.com and one of the following has occurred –

- a. The boxes or shipment is damaged
- b. There is no shrink wrap around the merchandise
- c. There is product missing from the shipment

Accept the shipment, but be sure to mark the Bill of Lading (provided by the carrier) and note the exceptions on the Bill of Lading.

Liquidation.com allows our Buyers two business days to inspect the merchandise received and ensure that it conforms to the description provided by the Seller. If there are discrepancies with the merchandise, you may file a dispute using our online [Dispute Form](#) or contact us immediately at 800-310-4604.

Shipping Checklist

Know the Shipping Details of your Auction. Note the size classification and the weight of the merchandise located in the Shipping Information section of each auction listing. This information will aid in your decision process, as they will help determine the shipping cost.

Update your Shipping Information. Before you bid, verify your shipping address on the Profile tab of the [My Account](#) section. Make sure your shipments will be delivered to the right location.

Know the Corporate Policies. Always be aware of a company's policies regarding shipping, returns, damaged merchandise, and fraud. Knowing these policies will help you make safer buying decisions. View our policies on the [Buyer Help Page](#).

Definitions for each Package Size

Small Package: Under 200 lbs. and no more than 5 boxes

LTL: Less than 8 pallets and more than 200 lbs.

Full Truckload: 8 pallets or more

Questions about Shipping? Contact the Buyer Relations team at 800-310-4604 or via email at shipping@liquidation.com. International buyers contact us at 202-467-6868.