

Terms of Service

By participating in any autograph signing, grading, or send-in opportunity presented by Level10 Authentication & Collectibles, you agree to the following terms:

Care for Your Items

While it is uncommon for a collectible to incur damage during any procedure conducted by Level10 Authentication & Collectibles or its representatives, it is important to acknowledge the potential risk. By submitting a collectible to Level10 Authentication & Collectibles, you explicitly recognize and assume the risk of potential damage.

- Level10 Authentication & Collectibles, along with its owners or representatives, will not be held legally or financially responsible for any damage to submitted items resulting from shipping, handling, signing, grading, or repackaging.
- Fragile or older items that already exhibit wear and tear may sustain additional damage. Submitting such items is done entirely at your own risk.

At Level10 Authentication & Collectibles, your complete satisfaction is of utmost importance to us. In the rare event that damage does occur, we are committed to making every effort to find a mutually acceptable resolution to address the matter.

Payment & Shipping

- Full payment for all items, including signature fees, grading fees, and shipping fees, is required at the time of submission.
 - **No refunds** will be granted unless the signing or grading is canceled. If canceled, signature fees will be refunded, but you are responsible for all shipping charges to have your item(s) returned.
 - Customers are responsible for all shipping fees to and from Level10 Authentication & Collectibles and for any taxes or duties imposed by their country.
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Labeling Your Items

- All submitted items must be clearly marked for identification and signing purposes (e.g., a post-it note with your name on the back of the item). If you do not label your items, Level10 Authentication & Collectibles reserves the right to label them as deemed appropriate.
 - Requests for additional services, such as **specific pen colors** or **personalized quotes**, are welcomed but **cannot be guaranteed** and are dependent on the guest or talent.
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Mistakes & Errors

- Mistakes such as spelling errors, smudges, creases, or color and placement discrepancies may occur. While Level10 Authentication & Collectibles will make every effort to address issues, we cannot guarantee corrections or accept liability for such occurrences. All items are submitted at your own risk.
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Grading Services

- Level10 Authentication & Collectibles **cannot guarantee any specific grade** for submitted items, including comic books, Funko Pops, or trading cards.
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Cancellations

- If a signing or service is canceled by Level10 Authentication & Collectibles or affiliated talent, customers will receive a 100% refund for the service fees.
 - Customer-initiated cancellations are subject to a 20% cancellation fee. Personalized items (e.g., "To Mike") are non-refundable. Shipping and handling fees are non-refundable.
 - Cancelled send-in items will be returned at the customer's expense after the signing or grading process is completed.
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Unclaimed Items

- It is the customer's responsibility to provide accurate and up-to-date contact information, including an email address and phone number.
 - Items without proper contact information or those left unclaimed for more than ninety (90) days will become the property of Level10 Authentication & Collectibles and may be disposed of or handled at our discretion.
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Acknowledgment of Risks

By submitting your collectibles to Level10 Authentication & Collectibles, you explicitly recognize and accept the following:

- Potential risks of damage to your collectibles during handling, shipping, signing, grading, or repackaging.
- Requests for additional services, such as specific pen colors or personalized quotes, **cannot be guaranteed** and are dependent on the guest or celebrity.
- Level10 Authentication & Collectibles **cannot guarantee any specific grade** for submitted items, including comic books, Funko Pops, or trading cards.

We appreciate your trust and business. Thank you for choosing Level10 Authentication & Collectibles to care for your prized items.

