

MBE Auction Quality Chart



Subscribed Mail Boxes Etc. affiliates are committed to :

1 Answer to **quotation requests** within **24 to 72 hours maximum**.

2 Always propose a **protection** option either through **MBE SafeValue¹** coverage or other courier insurance about **in-transit damages or loss**.

3 **Garantee Price transparency** by **indicating** clearly **costs** related to **art items (pick-up, pack, ship and coverage)**.

4 Provide an indicative **pick-up timeframe** after receipt of payments and completed folder (informations, delivery place...)

5 **Follow MBE France recommendations** on packing related to **items** (processes, techniques, training, improvement and new materials).

6 Offer a secure **online credit card payment solution**.

7 **Apply a commercial policy and process** respecting high standard criteria.

8 **Ensure the sustainability** of relations between you, Mail Boxes Etc. Centers and Auction Houses.

9 **Provide individual support** about claims and after-sales service.

10 Review and develop our processes **to improve your satisfaction**.

The Auction Houses Committee, coumponed with franchisees and MBE France staff, undertake to make sure the MBE Auction quality Chart will be continuously respected by franchisees who have signed it.

¹MBE SafeValue is an all-in one coverage solution against loss or in-transit damage goods.
More information on www.mbefrance.fr/mbe_safevalue

