

## Frequently Asked Questions

Written by Kristine Anderson

Wednesday, 27 April 2011 14:52 - Last Updated Monday, 07 January 2013 16:58

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## Shipping

### ***Will you ship worldwide, to APO/FPO/etc.?***

Yes, just make certain I have a correct address – You may include that in the comments section of the order if needed.

### ***What mailing services do you use?***

United States Postal Service – Generally, First Class and First Class International in cooperation with local postal carriers

### ***Will I get a tracking number?***

At this time we are not equipped to provide tracking numbers, but that may change in the near future.

### ***How long will it take to receive my promos?***

Domestic Delivery ESTIMATE from date of shipment: US First Class ~7 days

International Delivery ESTIMATE from date of shipment: ~2-4 weeks (dependent upon local carriers)

### ***Do I need to pay customs fees?***

Import duties, taxes and charges are not included in the item price or shipping charges. These charges are the buyer's responsibility. Please check with your country's customs office to determine what these additional costs will be prior to purchasing. These charges are normally collected by the delivery service or when you pick the item up. Do not confuse them for additional shipping charges.

We do not mark merchandise values below value or mark items as "gifts" - US and International government regulations prohibit such behavior.

## Trouble Registering

### ***Why can't I log in using my BGG username and password?***

The BGG Store is not linked to BGG, so your BGG ID will not work at the store. They are two separate systems, each requiring a separate login.

## Password Visibility

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### ***Why is my password being sent via e-mail in plain-text? Can I change it?***

The password you set for your login to the BGG Store will be sent to you via e-mail in plain text. This is a default setting that currently cannot be changed. So if you would prefer a different password, you may change it using the following instructions:

Go to the login box, type in your username and click on the "Lost Password" link. You will then be given further instructions or an e-mail link to enter a new password.

Also, from the back end of the software, I can not see the password and the database code stores the password as an encrypted string.

## Payment Options

### ***What if I don't have a PayPal account?***

You are not required to have a PayPal account. We use PayPal as a clearinghouse for payments. When transferred to PayPal, you can either login with a PayPal account, or if you do not have one or do not wish to use one, you make click on the link to "Make a payment as a PayPal guest". You can then make a payment using a credit/debit card of your choosing or schedule an e-check payment from your bank.

## Order Status

### ***Why do I not see my whole address on the order confirmation page – just city and state?***

This is a default setting that is difficult to change. However be assured that I have the complete shipping address listed with your order.

### ***I just checked my order and the status is "Pending Payment/Payment Confirmed/Order Processing/Shipped". What does that mean?***

Pending Payment means your payment has not cleared. If you don't mind, please check your e-mail to see if you received a confirmation of payment e-mail from PayPal or check your bank account to see if payment has cleared. If you do see a payment made, please send me some form of confirmation and I will change the status of your order and then get it sent out.

If you don't see any payment, please make a PayPal payment of \$X.XX to store@boardgamegeek.com. Please make note of the order number in the payment. Then, if you will forward the payment confirmation to kristine@boardgamegeek.com, I'll get the status of your order changed to confirmed and get it ready for shipping.

Payment Confirmed means your payment has cleared and the order can be packaged for shipment.

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Order Processing means your order is being packed for shipment. Multiple orders are processed at the same time, so the order processing label may remain for a full day even if it only takes a few minutes to fill your specific order.

Shipped means your order is at the post office and on its way to you. It is from this date that the delivery estimates are calculated.

## Problems

### ***I haven't received my order yet. Can you help me?***

Yes, please contact (store@boardgamegeek.com) or (kristine@boardgamegeek.com) and we'll see if it's an issue of pending payment or incorrect address or loss due to the postal system.

### ***Can you replace damaged/missing items in my order?***

Generally, yes. Please contact (store@boardgamegeek.com) or (kristine@boardgamegeek.com).

### ***I get the following error message: "Error: Please select another Shipping Method."***

Please check your shipping address and make sure the zip/postal code is correct. In the USA, you may need to change the zip code to be just 5 digits. In Brazil, please make sure your postal code is in the following format: xxxxx-xxx (Please include the dash). If you are still receiving the error, please contact me and I will place the order for you.

## Miscellaneous

### ***Can I make requests for promos I'd like the Geek Store to carry?***

Absolutely, please send requests to Chad Krizan (Advertising Lead):  
chad@boardgamegeek.com

### ***Can I pre-order an upcoming item?***

Unfortunately, no. The store software is not sophisticated enough to differentiate pre-orders from orders ready for shipment.