

I think you will want to buy my gear, can I just send it to you to look at?

No. Do not send gear to ChutingStar without prior approval from us. If you send used gear to us without prior approval, you will be contacted to pay for return shipping of the gear back to you.

Are there costs associate with the inspection?

No. Once we give you permission to send your gear to ChutingStar, we cover all costs of the inspection. You are only responsible for the shipping costs.

I have shipped you my gear, now what?

Gear will be inspected by our Used Gear Team and/or an FAA rigger. They will provide details on the condition, as well as the wear and tear of the items. The information will be compared with the details provided by you.

If I think the offer is too low, are you willing to negotiate?

No, the offer for your gear is final and non-negotiable. You will be able to obtain a higher offer if you sell on your own. Our service is for sellers looking to sell their gear immediately for cash.

What if I don't accept your final offer?

If you decide not to accept the offer, we will return your items to you once we receive payment for return shipping.

How long does it take to get my gear back?

We will ship your gear back once we receive payment for shipping. The shipping time depends on the carrier and service you choose for us to use.

When do I get paid?

Once we receive an approval and agreement on the sale, you will receive a check within 7 – 10 business days sent to the address you provide.

Can I use the payment toward new gear?

Yes, you may apply payment to your account for current or future purchases.

I forgot to send forms with my package. How do I know that you received it?

We receive many packages every day. It is difficult to determine if a box is yours especially, if we are not expecting it. For ChutingStar to begin the process, we require 1) an approval from our Used Gear Team and 2) completed forms in the box. If you do realize you forgot to include the forms with your shipment to ChutingStar, please e-mail usedgear@chutingstar.com immediately so we can work to get the forms with the gear when it arrives.