



## **PCG - LPG Partner Program**

The PCG and LPG Partnership is designed to provide an opportunity for stores to offer grading as a service to their community and customers. LPG Partner stores will be provided with an automatic discount on checkout as long as they remain a LPG Partner.

This allows the stores to charge the recommended price of PCG's services to their customers and receive a margin of the price when submitting the order through the PCG website. PCG Will also offer a select number of free submissions each month that we encourage you to use as prize support for in store events. Included in this pack is a FAQ and Quick Reference Document to support stores.

## **PCG - LPG Partner's Terms and Conditions**

The following terms and conditions are applicable to Let's Play Games partners submitting through the Premier Card Grading website. PCG Terms and Conditions for services can be viewed at:

[premiercardgrading.com.au/policies/terms-of-service](http://premiercardgrading.com.au/policies/terms-of-service)  
[premiercardgrading.co.nz/policies/terms-of-service](http://premiercardgrading.co.nz/policies/terms-of-service).

### **1. Responsibility**

#### **1.1 Premier Card Grading (PCG)**

It is the responsibility of Premier Card Grading to provide a safe and secure office to ensure customer goods are stored and processed correctly where no damage or loss can occur. If return insurance is required it can be selected during checkout. No discount is applied to optional insurance.

#### **1.2 LPG Partner**

It is the responsibility of the LPG Partner to ensure cards are prepared and shipped to the current PCG standards\*. This will ensure a safe and problem free process through our office. Cards will be processed in the order they are submitted through the PCG Website and therefore need to be shipped in the same order. Cards fall under the LPG Partners responsibility until they arrive in our office. Depending on optional insurance, cards will also fall under LPG Partners responsibility while being shipped back to their site.

\*Shipping standards can be found at

[premiercardgrading.com.au](http://premiercardgrading.com.au)  
[premiercardgrading.co.nz](http://premiercardgrading.co.nz)

## 2. Process for LPG Partners

Let's Play Games partners will be provided with a specific discount based on the below table. PCG will also offer a free number of grades per month to provide prize support in store based on submissions.

PCG/LPP Rates				
Service	Max Value / Card	Turn Around	Pricing Per Card	LPP Price Per Card
Standard	\$2,500.00	2-4 Weeks	\$35.00	<b>\$26.25</b>
Express	\$10,000.00	1-2 Weeks	\$60.00	<b>\$45.00</b>
Premium	\$100,000.00	3-7 Days	\$100.00	<b>\$75.00</b>

**Prize Support equals 10% of total monthly cards (Minimum 1) e.g.**

Total Cards for the month	Free Grade
1-9 Cards	NA
10+	1 Card
20+	2 Cards
30+	3 Cards

**And so on.**

## 3. Taking customers cards

PCG encourages stores to accept submissions on behalf of their customers to send for Grading. However PCG will treat each order as an individual submission and therefore it is up to the site to keep track of customer's cards and submissions. All cards will remain in the same order as they were submitted/received. Keeping an accurate spreadsheet of who owns what is recommended for customers.

\*PCG take's no responsibility for customers' cards damaged while in the care of the LPG Partner and will only accept responsibility while the cards are at the PCG office and when being shipped back to the site with Optional Insurance. (Optional insurance is paid at 1% of declared value. It does not cover any damage that is not caused by the selected postal service or courier E.g Floods and Fires etc)

#### 4. Agreement

I \_\_\_\_\_, understand that I will be provided a discount for PCG based on the above information while I remain a Let's Play Games Partner. This discount will automatically be applied during checkout.

I take full responsibility for all customers' cards while they remain in my care, ensuring the highest level of protection during storage and shipment to the PCG office.

Signed \_\_\_\_\_

Date \_\_\_\_\_

***Please fill out the below information:***

Store Name	
Store Contact	
Contact Number	
PCG Account Email	

If you have any questions about the above information please email:

Australia

[info@premiercardgrading.com.au](mailto:info@premiercardgrading.com.au)

New Zealand

[info@premiercardgrading.co.nz](mailto:info@premiercardgrading.co.nz)

Regards,

Premier Card Grading



## COMMON FAQs

### **Where do I begin?**

Our most common and popular service is the Standard w/Sub Grades. This is a 2-4 week turnaround and allows for cards valued up to \$2,500 each.

### **What are Sub Grades?**

Sub Grades are the individual scores you see on cards, showcasing "Centering, Corners, Edges and Surface"

### **What does Max Value per card mean?**

Max Value per card allows us to allocate our resources in the Grading Office to process higher end cards quicker and safer as well as offer a bulk service for lower cost cards. You declare the value of your cards.

### **What is the Declared Value?**

Declared Value is decided by you, the customer. This allows you to select the appropriate service for your card and makes sure your card is processed through our office correctly and safely.

### **What is optional insurance?**

Optional insurance is only required when you plan to have the cards shipped back to you. It is not needed for drop offs and pickups. The amount of optional insurance is calculated at 1% declared value of your card. All information about optional insurance can be seen at [premiercardgrading.com.au/policies/terms-of-service](http://premiercardgrading.com.au/policies/terms-of-service) [premiercardgrading.co.nz/policies/terms-of-service](http://premiercardgrading.co.nz/policies/terms-of-service)

### **I can't find my card in the drop down menu?**

We are constantly adding new TCGs and updating our catalog to provide an easier submission process for you. We may take a TCG Set offline temporarily to make adjustments but you can still submit cards by changing from 'Autofill' to 'Manual Fill' and typing in the information.

### **I think I made a mistake but I've already submitted a card!**

Not a problem, you can still send the cards to us with a small note stating what the error was. But don't stress if you have already shipped your cards. We conduct research on the card when it arrives and can make any needed adjustments E.G. Foil vs Non Foil etc.

**It's been a while since I sent my cards. Where are they?**

We have a complete online order tracker that is live. At the top of this page click My Orders and select the order you wish to see and the tracking is at the top of the page. If your order is complete you can also take a sneaky look at the grades if you want otherwise they will remain hidden.

**FAQs FOR STORES****How do I accept customer's cards?**

The best way for a customer to bring their card in, is inside a clear penny sleeve and that sleeve is placed inside a rigid sleeve or top loader. This is how you should ship them to us too. Good chance to sell the customer top loaders or rigid sleeves.

**How should I keep them safe while in my care?**

We recommend a safe or secure lock up, depending on the card value it might be best to ship it sooner rather than waiting for a higher discount tier (This is why we have offered discounts at lower card submission levels)

**Do I need to keep track of customer's cards?**

Yes, this one is important. If 5 customers all bring in the same card e.g a Pikachu VMAX you need to keep track of who owns what one and how you submit them through our website. All cards will remain in the order you submitted/shipped them. Which means the Cert Number of each card will be in order. If you want a bunch of the same cards in a specific order and are worried about it getting mixed up at our office you could number them with a small sticky note. Once they arrive in the office each one is allocated a number as well so they can't be mixed up from there. We recommend a spreadsheet to keep track.

**How do I submit an order?**

Our submission process is very user friendly and is cataloged based. Which means you just need to find the card you are sending. If for some reason you can't find it. Simply turn the form to a manual entry.

**How do I ship them?**

You can see our packing standards on the PCG website. But make sure you write your order number down or print out the confirmation. Also remember to keep the cards in the same order they were submitted.

**How do they come back?**

All cards will come back in a PCG box in the order they were submitted. Once you get them back it's best to separate the order into the customers names based on your own record keeping. You select the return shipping method on checkout.

**When am I liable for customer's cards?**

While the cards are in your care you are liable for any damage or loss. PCG takes full responsibility for customers' cards when they arrive at our office and we ensure all packages are sent out safely. If optional insurance is not selected, when the cards leave the office PCG no longer takes responsibility for customer's cards. Please read the T&Cs for all information regarding optional insurance.

**What happens if a customer has a dispute about their grade?**

As each store is simply a drop off/middle man service it's best to have the customer contact us directly. If you would like to offer some extra customer support you can always contact us on behalf of the customer and we will try to resolve things ASAP for you.

**Can I send my own cards in for grading to then sell in the store?**

You sure can, this is entirely up to you and if a customer ever asks about our grading integrity you can let them know our graders don't actually know who's cards they are grading at any given time.

**Can I offer discounted rates to my customers?**

This is another one that is up to you. We recommend you offer the same price as what our services are but if you have a loyal customer or a large submission you can provide a discount. Keep in mind this will only affect your margin and not adjust any discount on PCGs end.