

FAQ

General

Where are you located?

We are located in the Netherlands.

Is it possible to make use of your services when located elsewhere than in the Netherlands?

Yes this is possible, we would be glad to welcome you!

How to contact the Sneaker Logistics Team?

You can contact us through our contact forms on the website.

Logistic Services

Can we also choose to only make use of your authentication services?

Yes this is definitely possible. Fill in the designated form at our contact page or send an E-mail to info@sneakerlogistics.com.

What is the procedure if a returned item appears to be not authentic?

When a shoe is not authentic you will be informed. The shoe will be labelled as fake in your inventory so that you can contact your supplier and ship back the item.

How many shoes can I store at your facility?

In general all your stock is welcome! However, depending on the volume we have to make an assessment of what is possible at the very moment. In order to make this assessment we would like you to fill in the designated form at our contact page.

How do you distinguish my sneakers from sneakers owned by other logistic partners?

When receiving your stock, we label all shoes with barcodes. These barcodes are linked to your account so that we can identify you as the owner. Also other data, such as the brand, SKU, shoesize and more are stored in the QR code.

Can you apply my own branding to the shipments I outsource at Sneaker Logistics?

Yes, we will ship out your orders with the exact instructions provided by each logistics company.

Will my orders be shipped at the same day of sending the label?

All labels provided before 15:00 will be shipped out the same day.

Are my sneakers shipped to my customer in unbranded shipping boxes?

All shipments are professionally packed and shipped in an unbranded shipping box.

What are the costs of using your logistic services?

The costs are variable and can be determined only once we have an indication of your weekly volume, stock volume, return rate and additional services that you want to make use of. Therefore we would like to ask you kindly to fill in the designated form on the contact page so that we can offer you accordingly!

Is it possible to insure my sneakers when it's in your storage?

Yes, our facility meets all the criteria to insure your sneakers. Yet, the insurance should be arranged by yourself at your own insurance company. We do not offer this as a service, we just facilitate the acceptance of the insurance.

Who is liable when an item gets lost in transit?

When an item gets lost in transit the responsibility belongs to the logistics partner, not to Sneaker Logistics.

What if Sneaker Logistics loses a stock item that belongs to me?

If you are making use of our services we are fully liable for any differences occurred in your stock. There are some exceptions such as burglary, fire, water damage or any other forms of losing inventory that can potentially be covered by your insurance.

What is the policy if I want to bring my sneakers to a sneaker convention or consign at a sneaker store?

You have the full right to retrieve your stock at any moment for any purpose. We are also able to facilitate the transport for the transfer of goods.

B2B Webshop

How to get access to the B2B Webshop?

You can apply for access to the B2B webshop via the designated contact form.

Where to download the B2B app?

This can be downloaded in the Appstore via this [link](#).

Is the registration to the B2B app free of charge?

At this very moment we are still testing and launching a BETA version. After the testing phase is finished there will be a calculation of the costs that needs to be covered. This calculation will result in a small monthly fee for each user. The monthly amount of the subscription will be communicated as soon as this becomes relevant. You are free to terminate your account at any point in time.

What are the requirements to be accepted to the B2B Webshop?

You have to be a registered company with a valid VAT number.

If I order a product from the B2B Webshop, when will it be shipped?

If the order is paid before 15:00 the items will be leaving the same day with DPD.

When I order a bulk order from the B2B Webshop is it automatically confirmed?

The initial bulk order is always a “request”. Once the request has been accepted the bulk order is confirmed. Please note that these orders cannot be reversed as your order has been by placed by us in the wholesale supplier network.

What is the lead time of a bulk order?

In general the lead time of a bulk order is approximately 5 days. The expected shipping date is always communicated in the product description but is not absolute.

Is it possible to ship my order directly to my customer?

Yes this is possible, please fill in the address of your customer when placing the order.

Is my registration to the B2B webshop free?

At this moment it is free to sign-up, however in the future we

Products

Are the shoes that you sell counterfeit?

All shoes that are sold on our platform are 100% authentic and in deadstock condition. We will never sell counterfeit products.

Are you officially affiliated with Nike, Adidas or one of the other brands that you sell?

No, we are not affiliated with Nike, Adidas or any of the other brands that we sell.

Orders & Shipping

What is the delivery time of the shoes when placing an order?

All in stock items ordered before 15:00 CET/CEST will be shipped out the same day unless a different delivery time has been stated at the product page.

Are you delivering Internationally?

Yes, we ship worldwide.

Which company do you use to ship out your Parcels?

All orders shipped to the Netherlands, Belgium or Luxembourg are shipped with DPD. DPD usually delivers in 1 day to NL and 1-3 days to Belgium or Luxembourg.

For parcels designated to other countries as the Netherlands, Belgium or Luxembourg we usually use DPD, DHL or UPS. This highly depends on the destination of the parcel.

Is it also possible to pick up my order at one of your locations?

At the moment this is not possible.