

About EOL products

What technology does EOL provide?

We offer GSM, CDMA and IDEN mobile phones. This information is provided within the lot description.

Where are the phones coming from?

EOL tries to provide the best quality phones; that's why we are working with manufacturers, carriers and other trusted sources. The majority of phones come from carrier trade-in programs.

How are the phones classified?

The phones are classified either category 1 or untested.

Category 1: Good LCD, Powers up and makes the test call.

Untested: If the phone fails any one of the tests above.

How do I know which phones are category 1 or untested?

EOL provides the breakdown of category 1 and untested phones within each lot description.

Why do some lots have larger quantities than others?

EOL creates different quantity lots based on the phones received. The quantities also vary to give each bidder an opportunity to find the products they are looking for.

Are battery doors and batteries included with the phones in the auction?

The auction only includes the mobile phones without the batteries or battery doors.

How is the price of each lot determined?

EOL creates starting price for each lot; the price will change based on the bids of the customers.

Sellers

Can I sell my products with EOL?

Yes, becoming a seller is easy and free. Please [fill out the form](#) to apply to become a certified seller.

Auctions

What is the direct link to the auction site?

The url for the auction site is www.eolauction.com

What do I need to become a certified bidder?

Becoming a bidder is easy and free. Please [fill out the form](#) to apply to become a certified bidder.

How long does it takes to become a certified buyer/bidder?

The certification process takes 2 to 3 business days based on the accuracy of the information provided.

Direct Sales

Do I have to purchase phones from the auction?

Our main business is the auction; however we have opportunities available for [direct sale](#).

Forms

Why does the form request me to provide detailed information?

The information requested on the bidders/buyers and sellers form is important to be filled out completely to minimize the time for approval.

Shipping

What items does EOL ship domestically?

EOL ship mobile phones and accessories.

What items does EOL ship internationally?

EOL limits the international shipping to mobile phones and battery doors.

How does EOL package the mobile phones for shipping?

We put the mobile phones into 30 count boxes using phone dividers and cover with bubble wrap for maximum protection. If multiple phones are purchased the 30 count box will be combined into a larger box to minimize the number of boxes shipped. If several lots were purchased we will use a pallet to ship your products.

Can you do special packaging per request?

Yes, we can. However the customer bears the responsibility for any damage during shipping.

Do you have a dock in shipping area?

Yes, we do.

Why doesn't EOL ship batteries overseas?

EOL does not ship batteries overseas due to government regulations.

Payment options

What is the time frame that EOL needs to receive my payment after the auction is complete?

EOL requests all customers that have the winning bid submit their payment within 48 hours after the auction ends.

EOL Auctions - "Bid with Confidence!"

What payment options does EOL accept?

EOL accepts wire transfer or payment using PayPal.

Please [submit your question](#) if you cannot find the answer for what you are looking for.