

FAQ's

Q – Will Hasco Imports automatically send me a landed cost estimate for my order?

A – No. We will only provide an estimate if the customer has made a request. Otherwise, once customer orders have been received via email, the order will be placed. Estimates are often confused with quotes – **Hasco Imports does not offer quotes.**

Q - How long does the entire process take; from the time of ordering until the products are available in Bermuda?

A - Orders are usually fulfilled in 2-3 weeks, depending on the lead time from the supplier. Large furniture orders, custom pieces and high end products usually take 3-4 weeks to be fulfilled.

Q – Can customers order from UK and/or European websites?

A – No. We only order from reputable retailers based in the U.S. Customers must be mindful when choosing suppliers, as some retailers like Amazon list sellers based in China etc. Hasco will not be at fault for long lead times from sellers outside of North America, or if the seller cannot be contacted. Please research uncommon retailers before sending your orders to Hasco Imports, to avoid disappointment.

Q – Can customers order products for themselves and send to our U.S. address?

A – No. All orders must be consigned to (and ordered by) Hasco Imports. This allows us to minimize our processing fees, and pass the savings on to our customers.

Q – Does Hasco Imports provide a warranty on appliances (or other products)?

A – No. Once appliances (or other products) are shipped outside of the United States, any warranty period provided by the seller will become null and void. We are not the retailer, only your freight forwarder.

Q - Does Hasco Imports offer delivery?

A – Yes. Delivery is \$110. No appointment time is provided, only a window in the afternoon. The driver will call 30 minutes prior to arriving.

Q - How do I know when my order is available for collection/delivery?

A – When you receive your final invoice (via email) for Shipping & Duty fees - This is your indication that your order is available for collection/delivery. Your final invoice was not be generated until the order is available.

Q - How long do I have to collect my order, once it is available?

A – Customers have 5 business days to collect their orders, or arrange delivery.
Beginning May 1st, 2019, Hasco Imports will charge a storage fee of \$10 per day on orders left uncollected.

Q – Where is Hasco Imports located, so that I can collect my order?

A – 11 Industrial Park Road, Southampton.
Warehouse Hours: Mon – Thurs 9am until 7pm
Fri 9am until 5pm
Sun 11am until 5pm

