

How to buy with Diplomarket (Diplomatic)

1. You can purchase a wide variety of products from the United States, with DIPLOMARKET, such as: electrical and electronic equipment, residential and commercial furniture, school and office supplies, construction tools and supplies, pet products, products for automotive and much more...
2. The customer chooses the items it prefers, and then a quote is made, which is submitted for review and approval. The offers usually have validity periods, when these periods of validity expire, offers are invalidated; so the customer must request a new quote, if persists in its intention to purchase.
3. As a rule, the product price includes the value (selling price of the vendor), plus transportation costs within the United States, packaging (if any), wrapping, palletizing, handling and storage of cargo and its shipping to Cuba (to the port), as well as any other if applicable. Costs arising from that moment, are independent, and must be paid by the customer to the appropriate institution.
4. If the customer accepts the offer, it must pay, in advance, the price of selected products through payment instruments indicated. (Unless otherwise agreed between the parties). At that time, the invoice is made.
5. Thus, the purchase is confirmed in the United States. The shipment usually takes between 30 and 45 days. During the process, the customer is kept informed.
6. Once the merchandise is shipped, we sent to the client the documents necessary for processing the Diplomatic Franchise at the Ministry of Foreign Affairs.
7. No matter what the value of the purchase was, the Customs and Freight Forwarding Agency of PALCO charge a fee of \$ 50.00 CUC for each import transaction. This fee must be paid by the customer, the day of the appointment to pick up.
8. Furthermore, on client request, we can provide some other services related to these products, such as: door-to-door delivery, installation, warranty (if applicable), maintenance, repair, technical advice, etc... Among other services. These services are outsourced to third parties or companies and are quoted according to their characteristics and conditions of performing. These payments are also made in advance.