



mrpassports.com
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FAQ EN

Frequently Asked Questions and Answers

1. "How can I change the language?"

Use the language setting icon at the bottom right (globe symbol).

2. "Where is the menu?"

The navigation menu is always at the top right. In the mobile version, you can open it via the three small bars (hamburger menu) in the top right corner.

3. "What is mrpassports.com?"

mrpassports.com offers a selection of collectibles for purchase. These are mainly expired passports and travel documents intended for collectors. Items are sold exclusively for hobby, academic, or research purposes. By using the site or purchasing an item, the visitor or buyer agrees to the Terms and Conditions, which define these purposes. The Privacy Policy also applies.

4. "Can I use the passports for travel?"

No, absolutely not! That would be illegal. As explained above, all offered documents are sold exclusively for hobby, academic, or research purposes. I disclaim all liability for any item that is misused. All documents are expired, invalidated, or cancelled in some other way.

5. "Do you make fake documents?"

No, we do not and cannot! That would be illegal. We do not support or condone any criminal activities. No documents are created or linked in any way to such actions. Our shop is purely for collecting used documents, as explained in point 3.

6. "Why are some photos blurred?"

Some documents have been obscured for privacy reasons. If you would like to see a clear image, just ask—we'll send it to you. Please use the contact form for this.

7. "How do I redeem a promo code?"

To redeem a valid promo code or coupon, enter it into the designated field in your cart: "Redeem your coupon," before checkout. This field is located on the left (desktop) or below the PayPal button (mobile). Scroll down to find it. The discount will appear immediately after entering the code.

Example: WELCOME10 gives you €10 off your first order (from €50 order value).



8. "Gift cards:"

Gift cards can be purchased in our store and are valid for 3 years. The amount must be paid immediately, and the gift card will be sent digitally via email. It can be used exclusively for purchases in our store and makes a perfect gift. Available values: €25, €50, €100, €200, or €500. Exchange or refunds are excluded. Redemption works the same as a promo code.

9. "What are the shipping costs?"

- Worldwide registered mail: €7.95 – Standard Shipping
- Worldwide (non-EU) via DHL with tracking: €29.95 (from €50 order value)
- EU countries via DHL with tracking: €15.95 (from €50 order value)
- Worldwide via UPS: €39.95 flat (from €100 order value)
- Within Germany: free via registered mail (from €50 order value)
- Or by individual agreement

10. "Can I pay later or pick up the order?"

No. All orders must be prepaid to complete the ownership transfer and for accounting reasons. We do not accept COD, cash, or pickup payments. The order will always be shipped by post, and you will receive a tracking number. Choose between registered mail or DHL / UPS parcel.

11. "How long does delivery take?"

Delivery times depend on the destination country. It can take 4 to 20 days or longer in rare cases. You'll always receive a tracking number with your order. You can track it via Aftership or check with your local postal provider.

12. "How is an order shipped?"

Your order is safely packed in a plastic pouch and padded envelope. For non-EU shipments, a CN22 form is attached to declare it as a "document."

13. "Is collecting old passports legal?"

Yes, collecting old travel documents is legal. All items offered are expired, cancelled, or otherwise invalidated. They were returned to their original owners and are no longer the property of the issuing state, making them private property and legal collectibles. Ownership transfers to you upon purchase.

14. "Why is the homepage in English instead of German?"

The shop and main pages are primarily in English to be accessible to all. However, when German is selected, the Terms & Conditions and Privacy Policy are shown in German. Due to legal reasons, we can't offer the homepage in English by default, so German is the default—but English is displayed. Use the language selection at the bottom right if you prefer another language.

15. "How do I find a product – and what categories are there?"

Browse the shop, scroll through product pages, or use the search bar on the homepage or the "Search" page. If you're looking for a specific country or year, this is the best way. You can also search by geographical regions. Categories: "Passports", "Documents", "Aviation", and "Paper Money". "Passports" is further divided into "Vintage" and "Modern" (with the cutoff around 1985). Gift cards are also available.

16. "Why are the prices so high?"

These are unique, exclusive collector's items. Building a collection like this takes time, effort, and financial investment. Running and maintaining the shop also incurs costs, all of which are reflected in the pricing. Very rare items are more expensive than common ones. Rare pieces are costly—but available for those who truly appreciate them.

17. "Why did a price change?"

We reserve the right to change prices at any time (see Terms & Conditions). Prices may rise or fall to keep things interesting and promote turnover. If an item interests you, don't wait too long—it may be gone or more expensive later.



18. "Is the payment process secure?"

Yes. Payments are encrypted via SSL (look for the padlock symbol in your browser's address bar). Payments are processed securely via PayPal or Stripe. We never see your payment details, only confirmation of the transaction.

19. "Can I buy multiple of the same passport model?"

Usually not, as almost all items are rare, one-of-a-kind pieces. We typically have only one of each. You're welcome to contact us, and we'll try to accommodate your request. Tip: Feel free to send us your wishlist.

20. "Is there a bulk discount?"

Yes. If you plan to buy four or more items, contact us using the contact form. We may send you a one-time discount code for that specific order.

21. "I have an old passport to sell. Would you buy it?"

Yes, you may send us an offer. Our interest depends on the country, model, and condition. Use the contact form—we look forward to hearing from you.

22. "I could get passports from flea markets for you."

We're interested in that as well. A partnership may develop from it.

23. "Is there a newsletter?"

We send newsletters only occasionally (and only if you've opted into marketing emails) to avoid spamming. Check our social media (see point 24) for new items and promotions. A newsletter may include higher-value coupons, so we recommend subscribing.

24. "Social Media"

You can find mrpassports.com on Facebook and Instagram. We'd love to welcome you as a follower. Discover new items and promos there. Please note: we are a small business in a niche market. Don't expect too much, but we're confident you'll enjoy it nonetheless. :-)

25. "Where is mrpassports.com located?"

The physical location of mrpassports.com is in Plauen, Germany. The shop is available online, worldwide, and 24/7. Note: there's only a mailbox at the location—no physical store. It's strictly an online shop, and all orders are shipped by post.

26. "Why Lion Passports?"

For marketing purposes, mrpassports.com also uses the name "Lion Passports," based on our logo. The website is also accessible via lion-passports.com. The official business name remains "Marco Redmer Passports."

27. "Why is there no VAT charged?"

As a small business, I am exempt from VAT according to German law § 19 UStG.

We hope this has been helpful. For further questions, please use the contact form.

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