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# Model Railroader MAGAZINE

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## General Discussion (Model Railroader)

Started by chateauricher at 01-08-2006 2:46 AM. Topic has 31 replies.

Page 1 of 2 (32 items) 1  $\geq$

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Sort Posts:

01-08-2006, 2:46 AM

**chateauricher**

**Micro-Mark : a trustworthy seller ?**

Joined on 11-10-2004  
Chateau-Richer, QC  
(CANADA)  
Posts 785

I am tempted by some of Micro-Mark's offers in the January and February issues of MR. Some of their prices seem to be quite good, even with the currency exchange rates (I am in Canada). However, I have no idea if Micro-Mark is a reliable store with which to do business. So, before I go risking my hard-earned money (what little I have), I'd like to hear about your dealings with Micro-Mark.

Can those of you who have had dealings with them answer these questions ... ?

1. Do they ship in a timely manner ? Or are they prone to making you wait for months with stories of items being on backorder ?
2. Is their after-sales service reliable ? If I have a problem with an order or the item(s) I buy, how difficult is it to get a satisfactory outcome ?
3. Where are they located ?

---

Timothy

A proud model railroader

The gods must love stupid people; they sure made a lot.  
The only insanity I suffer from is yours.

---

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01-08-2006, 3:17 AM

modelmaker51



**RE: Micro-Mark : a trustworthy seller ?**

Micromart is very reliable. If items are out of stock they will put them on backorder but don't charge you for them until they are shipped and you will be notified.

Never had a problem with their service ever. Prompt help. Access via phone or web. Immediate refunds. Prompt shipping. Located in New Jersey.

Joined on 08-26-2005

Adirondacks  
Posts 1,415

Jay



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01-08-2006, 5:16 AM

roadrat



**RE: Micro-Mark : a trustworthy seller ?**

1. I've ordered from them twice and have had no problems, everything I have ordered was in stock and was shipped promptly.
2. I never had to return anything so I don't know.
- 3.NJ

Joined on 08-08-2004

Maine  
Posts 414

bill

No good deed goes unpunished.

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01-08-2006, 5:42 AM

jwr\_1986

**RE: Micro-Mark : a trustworthy seller ?**

Everything I've heard about them has been positive. Sometimes there prices are high on certain things but they specialize in quality hobby related tools so there's bound to be some higher priced items. They are a very large company that has been around for quite awhile. Once you order with them you will probably start receiving there color catalog in the mail. It well over 100 pages and has some really neat stuff.

Joined on 12-07-2003

Sullivan County, NY  
Posts 246

Jesse

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01-08-2006, 5:48 AM

**FundyNorthern RE: Micro-Mark : a trustworthy seller ?**

Joined on 12-20-2002  
ATLANTIC CANADA  
Posts 2,193

Finest kind! I just received on Friday one of two Bachmann On30 rail trucks I ordered from them a while ago (one is for a friend). I've ordered from them quite a few times in the past with great success, haven't had any reason to go back to them for adjustments.

I'm also in Canada, and their US\$24.95 shipping can be a bear, so I make sure I'm ordering enough to make it worthwhile or join in with someone else to share the costs.

Bob Boudreau

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01-08-2006, 5:50 AM

**devils**

**RE: Micro-Mark : a trustworthy seller ?**



I've ordered stuff and it came very quick to the UK, would recommend them anytime.  
wish I could afford all the bits I want!

[Report Abuse](#)

Joined on 01-23-2005  
Dorset, England  
Posts 420

01-08-2006, 6:27 AM

**chateauricher RE: RE: Micro-Mark : a trustworthy seller ?**

Joined on 11-10-2004  
Chateau-Richer, QC  
(CANADA)  
Posts 785

QUOTE: *Originally posted by FundyNorthern*

I'm also in Canada, and their US\$24.95 shipping can be a bear, so I make sure I'm ordering enough to make it worthwhile or join in with someone else to share the costs.

How did things go with Canada Customs ? Did you have any duties or taxes to pay ? If so, did you have to deal with a customs broker (and their extortionist fees) ?

I've ordered from the US (California) before. A couple weeks after delivery, I got a "final notice" bill in the mail from a Vancouver-based customs broker I had never heard of before insisting I owed them money. Since I had never heard of them, I just ignored it -- I mean, why pay someone I don't know for something I didn't ask for?. Then a collection agency got involved. The problem stemmed from the fact that the customs broker had **neglected to attach their invoice with the shipment**, so I never knew they were involved. It was resolved quickly with a phone call; but it was still a pain. That hassle often makes me think twice about ordering from other countries (not to mention the currency exchange rates).

PS: I'm still hoping to get to Halifax for the train show in May. Fingers crossed. [:)]

---

Timothy

A proud model railroader

The gods must love stupid people; they sure made a lot.  
The only insanity I suffer from is yours.

01-08-2006, 7:10 AM

**fievel**



Joined on 01-16-2003  
Posts 263

**RE: RE: Micro-Mark : a trustworthy seller ?**

QUOTE: *Originally posted by roadrat*

1. I,ve ordered from them twice and have had no problems, everything I have ordered was in stock and was shipped promptly.
2. I never had to return anything so I don't know.
- 3.NJ

bill

[:]) Ditto to the above ! Except I've lost track of how many times I have ordered from them. Never any problems. Prompt shipping. Lots of cool tools ![8D]

Cascade Green Forever !

GET RICH QUICK !! Count your Blessings.

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01-08-2006, 7:40 AM

**Bill H.**



Joined on 09-26-2005  
Posts 326

**RE: Micro-Mark : a trustworthy seller ?**

Have had no problems. I'd recommend them.



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01-08-2006, 8:03 AM

**FundyNorthern**

Joined on 12-20-2002  
ATLANTIC CANADA  
Posts 2,193

**RE: RE: RE: Micro-Mark : a trustworthy seller ?**

QUOTE: *Originally posted by chateauricher*

[How did things go with Canada Customs ? Did you have any duties or taxes to pay ? If so, did you have to deal with a customs broker (and their extortionist fees) ?

PS: I'm still hoping to get to Halifax for the train show in May. Fingers crossed. [:])

No big deal at all, just have to pay the 15% GST (here in NB anyway) plus the \$5.00 collection fee. On the US \$79.50 shipment it was CAN \$18.88. I didn't have the exact change with me, but the mailman accepted my credit card for payment. And Micro Mark listed the price of the item only in the value space, and did not include the shipping charge, which I appreciate so I won't have to pay GST on the shipping. Some places indicate the whole charge, and you end up paying tax on the shipping costs.

I plan to be at the show in Halifax in May too - look me up!

Bob Boudreau

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01-08-2006, 8:11 AM

cmurray



**RE: Micro-Mark : a trustworthy seller ?**

I've bought many items from Micro-Mark. Good service. Reliable. I recommend them.

Colin

Joined on 11-18-2003  
Napane, Ontario,  
Canada  
Posts 201

-----  
There's just no end to caboosless trains.

My PhotoBucket album: <http://s31.photobucket.com/albums/c390/CN4008/>  
My RailImages album: <http://www.trainboard.com/railimages/showgallery.php/cat/500/ppuser/4049>

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01-08-2006, 9:07 AM

ereimer

Joined on 06-06-2003  
CANADA  
Posts 2,181

**RE: Micro-Mark : a trustworthy seller ?**

i've also purchased from micro-mark . they delivered quickly and as previously posted i simply got a notice for the GST . i had no problems with my order so i can't comment on their customer service , but just for fun i looked in a few old MRs and they've been advertising there since sometime around 1985-86 . i don't think a company doing mail order (and now internet) could exist that long if their CS was bad

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01-08-2006, 9:19 AM

rolleiman



Joined on 08-23-2005  
Michigan  
Posts 1,422

**RE: Micro-Mark : a trustworthy seller ?**

QUOTE: *Originally posted by chateauricher*

I am tempted by some of Micro-Mark's offers in the January and February issues of MR. Some of their prices seem to be quite good, even with the currency exchange rates (I am in Canada). However, I have no idea if Micro-Mark is a reliable store with which to do business. So, before I go risking my hard-earned money (what little I have), I'd like to hear about your dealings with Micro-Mark.

Can those of you who have had dealings with them answer these questions ... ?

1. Do they ship in a timely manner ? Or are they prone to making you wait for months with stories of items being on backorder ?
2. Is their after-sales service reliable ? If I have a problem with an order or the item(s) I buy, how difficult is it to get a satisfactory outcome ?

### 3. Where are they located ?

I've ordered from them a couple times and

1. Yes, they ship in a timely manner.. Most stuff has been here within a week (USA).

2. Yes, in my experience it was.. I ordered one of thier A-B 50/50 RTV kits to make some molds for casting details.. The package they sent me had 2 part B but no A.. I didn't discover this until a couple months after I had recieved the order.. All I had to do was call them, prove that I had made the purchase (save your reciepts) and they sent the part A at no extra charge.

One note of caution though, if you call to place your order, make sure you are ordering from a sales flier or ad otherwise they'll charge you full price.

Good luck,  
Jeff

---

Modeling the Wabash from Detroit to Montpelier


Jeff

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01-08-2006, 9:52 AM

howmus



 **RE: Micro-Mark : a trustworthy seller ?**

[#ditto] what everyone else has said. Very, very good company to do business with. They carry so many items that are not available anywhere else and their products are of the highest quality. I have ordered from them several times and will again (just as soon as I replenti\*\*\*he Maintenance Fund Account for the RR).

---

Ray

Joined on 12-30-2004

Finger Lakes  
Posts 1,894

***Seneca Lake, Ontario, and Western R.R. (S.L.O.&W.)*** in HO


We'll get there sooner or later! Don't start vast projects with half-vast ideas!

[http://s66.photobucket.com/albums/h259/slow\\_rr/](http://s66.photobucket.com/albums/h259/slow_rr/)

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01-08-2006, 10:26 AM

joegideon

 **RE: Micro-Mark : a trustworthy seller ?**

Joined on 10-23-2004

Near... Monterey  
Posts 32

I have bought tools from Micro-Mark for years! And their trademark is always Great Prices. I'm somewhat amazed to hear the question.

Jim Snyder  
Monterey  
(831)884-0828

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01-08-2006, 10:31 AM

**nbrodar**

**RE: Micro-Mark : a trustworthy seller ?**



Mirco-Mark is good. I've never had any problem with them. Their prices aren't always the lowest, but they probably have any odd tool you are looking for.

Nick

Joined on 06-20-2005  
Phoenixville, PA  
Posts 2,568

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Reading Company Technical & Historical Society <http://www.readingrailroad.org/>

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01-08-2006, 10:31 AM

**pj1775**

**RE: Micro-Mark : a trustworthy seller ?**

Joined on 08-20-2003  
13601  
Posts 55

I recommend them as well. My only caution would be not to buy every day items such as #11 replacement blades, standard clamps and other common tools. You will find them in your local hobby or hardware shops much less expensive.

Now for the specialty tools - Mirco Mark is awesome!

PJ

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01-08-2006, 10:35 AM

**samgolden**

**RE: Micro-Mark : a trustworthy seller ?**

Joined on 09-12-2002  
Northeast PA  
Posts 97

I have ordered from them several times, (on line) and I receive emails from them for item that they are selling at 50% off and have bought several of these specials. They had their Digital Scale on sale, and I ordered one of them. I received it two days later (I'm in PA - They in NJ). It didn't work.. I emailed them and later the same day, received an answer to pack it up and send it back. Received a new one (that worked) in less than a week. I think they are a very good company to buy from, and still get their special emails.

Sam

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01-08-2006, 10:41 AM

**man o war**

**RE: Micro-Mark : a trustworthy seller ?**

Joined on 01-15-2005  
Posts 214

Over the past several years I have ordered from Micro-Mark several times. The items were always as advertised and have proved very satisfactory. I do however order from their sales list, either in Model Railroader or from a sales flier as their merchandise can be expensive. But it is good merchandise. Not too long ago the owner of the company was in an article on Model Railroader about his own layout. I did not realize the cost of taxes on getting merchandise into Canada was so bad. Whatever happens to free trade. Good Luck. Phil

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**SpaceMouse**



**RE: Micro-Mark : a trustworthy seller ?**

I ordered a Shay and a table saw--both items over \$100. I told them that I needed the table saw for a project for my daughter's school project and they put a complimentary rush on it and it arrived in the nick of time.

**Chip**

- [Rock Ridge and Train City II](#)
- [Indiana Branch PRR 1950](#)
- [Space Mouse's Beginner's Guide to Layout Design](#)

Joined on 12-27-2004  
Indiana, PA  
Posts 9,532



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# Model Railroader

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## General Discussion (Model Railroader)

Started by TA462 at 01-08-2006 11:05 AM. Topic has 31 replies.

Page 2 of 2 (32 items) ≤ 1 2



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01-08-2006, 11:05 AM

**TA462**

### RE: Micro-Mark : a trustworthy seller ?



There are lots of dealers in Canada that sell Micro-Mark tools. You could try that route.

NMRA member  
Ontario Northland in HO



Joined on 06-07-2004  
PORT HOPE,  
ONTARIO  
Posts 3,072

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[www.Best-Price.com/Train](#)

01-08-2006, 2:34 PM

**scubaterry**

### RE: Micro-Mark : a trustworthy seller ?

Joined on 12-18-2004  
Gainesville area  
Posts 1,335

I order from MM about once a month. I bought one of their 3trk shay's for 114.00. they always seem to ship promptly. Never had a prob where I needed cust service. I get their catalog in the mail every month and they always seem to have the odd ball stuff on sale. So I sometimes get a great deal on odd ball stuff I need. I bought their Car card/waybill system with hang boxes. Real nice looking three comp boxes for holding CC/WB.

Terry

01-08-2006, 2:57 PM

**GAPPLEG**

**RE: Micro-Mark : a trustworthy seller ?**



[#ditto] TO Lots of the above comments, I order from them all the time, great service, quick ship, and they have things I want, what else could I ask for.

Jerry

SP FOREVER 

<http://mypeoplepc.com/members/gapplegate/jerryslayout>

<http://photobucket.com/albums/f317/GAPPLEG/>

Joined on 01-07-2002

ERIE PA.

Posts 1,602

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01-08-2006, 7:08 PM

**Tukaram**

**RE: Micro-Mark : a trustworthy seller ?**

Joined on 12-21-2005

Dallas, TX

Posts 215

I have used Micro-Mark since the early '90's. They are great! They have some really great hard to find items. Shop around because they aren't always the cheapest though.

Everything I've bought from them I have been very happy with. My work vise, 'exta' hand (weird box with alligator clips, magnifier, and magnet arms) and pin vise are all over 10 years old and working great for me.

It's wholesale trains I'm having problems with. I ordered some stuff before Christmas and it still hasn't shipped, they don't answer e-mails either. Woodland Scenics and 1stplacehobbies (both ordered at the same time as the wholesaletrains stuff) arrived well over a week ago.

Micro Mark is very reliable however.



[My train set...a work in progress](#)

Nothings as rich as the salt of the earth.  
Don't let the holes in my pockets determine my worth.

[Report Abuse](#)

01-08-2006, 8:47 PM

**WdlgIn005**

**RE: Micro-Mark : a trustworthy seller ?**

Joined on 04-24-2002

Nashville TN

Posts 1,016

MicroMark is the leader for small hobby tools. You can always compare their ad with the LHS for some items. also, don't forget the office supply or craft store. Frequent sales so the prices may change quarterly for some items. One caution may be to check to see who they use for shipping. Prices seem to be going up. UPS is good for letting you track your package on it's way to your door. I'd like to see USPS offer a similar service.

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01-08-2006, 9:29 PM

**Sunset Limited RE: Micro-Mark : a trustworthy seller ?**

Joined on 05-09-2004  
Texas  
Posts 159

I too, recommend Micro Mark. I ordered a few times through them and their customer service is great. [tup]

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01-08-2006, 9:57 PM

**chateauricher RE: RE: Micro-Mark : a trustworthy seller ?**

Joined on 11-10-2004  
Chateau-Richer, QC  
(CANADA)  
Posts 785

QUOTE: *Originally posted by manofwar*  
I did not realize the cost of taxes on getting merchandise into Canada was so bad. What ever happen to free trade.

The taxes we Canadians refer to are the **federal sales tax** (GST 7%) and the **provincial sales tax** (varies by province); and have **nothing to do with customs duties**. We don't pay customs duties on most articles imported from the US and other contries with which we have free-trade agreements.

So we do have free trade; but we still have to pay the sales taxes.

---

Timothy  
A proud model railroader  
The gods must love stupid people; they sure made a lot.  
The only insanity I suffer from is yours.

---

**IslandView Railroads**  
On our trains, the service is surpassed *only* by the view !

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01-08-2006, 11:35 PM

**rolleiman RE: Micro-Mark : a trustworthy seller ?**



Joined on 08-23-2005  
Michigan  
Posts 1,423

I once sent a PFM Brass Climax loco across the border to Toronto.. By the time the customs and other government agencies were finished with this guy it cost him an additional \$150 canadian to claim it.. That was sent postal. That was well after NAFTA had been signed but the declared value was in the order of \$500..

I don't know if this is the case with US to Canada but some shippers will also charge brokerage fees for moving goods though customs. I know that if something is sent from Canada to USA via UPS, a bill will arrive later From UPS asking for additional funds.

Good luck with your order, I'm sure it'll go fine.

Jeff

---

Modeling the Wabash from Detroit to Montpelier

Jeff

01-09-2006, 12:40 AM

chateauricher

**RE: RE: Micro-Mark : a trustworthy seller ?**

Joined on 11-10-2004  
Chateau-Richer, QC  
(CANADA)  
Posts 785

QUOTE: *Originally posted by rolleiman*

I once sent a PFM Brass Climax loco across the border to Toronto.. By the time the customs and other government agencies were finished with this guy it cost him an additional \$150 canadian to claim it.. That was sent postal. That was well after NAFTA had been signed but the declared value was in the order of \$500.

The application of custom's duties depends **not** on the country of the seller/shipper; but **on the country of the manufacturer**. NAFTA applies only to goods **manufactured** in Canada, Mexico or the USA.

Was the PFM Brass Climax made in the USA ? If it was made in China or Taiwan or elsewhere, it is very likely subject to import duties and taxes. Not to mention the aforementioned federal and provincial sales taxes.

---

Timothy

A proud model railroader

The gods must love stupid people; they sure made a lot.  
The only insanity I suffer from is yours.

---

## IslandView Railroads

On our trains, the service is surpassed *only* by the view !

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01-09-2006, 12:55 AM

rolleiman



**RE: Micro-Mark : a trustworthy seller ?**

No, it was made in Japan if I'm not mistaken, around 1969 or so.. This was a used item, sold and declared as such.. FWIW, this transaction took place in 2000.

Jeff

Joined on 08-23-2005  
Michigan  
Posts 1,423

Modeling the Wabash from Detroit to Montpelier

Jeff

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01-09-2006, 1:03 AM

twhite



**RE: Micro-Mark : a trustworthy seller ?**

Timothy--I've been dealing with Micro Mark for some years and have never had a problem with service or shipping. One thing, however, if you order any chemical material, they only ship it Ground (not air). And FYI, their track-cleaning solvent is the very best I've ever found.

Very good company to deal with.

Tom [:D]

Joined on 07-07-2004  
Carmichael, CA  
Posts 3,788

---

Tom

[View my layout photos!](#)

01-09-2006, 7:14 AM

**ClinchValleySD40 RE: Micro-Mark : a trustworthy seller ?**

Absolutely trustworthy, top notch.

Joined on 06-18-2001

Holly, MI

Posts 908

[www.railimages.com/gallery/larryburk](http://www.railimages.com/gallery/larryburk)

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