

CONTACT INFORMATION

For questions or support with entering an ad.....

CALL: 210-250-2345
1-800-411-2527

OFFICE: 301 Ave. E
San Antonio, Tx 78205

HOURS: Monday-Friday
8:30 am - 5:00 pm

Closed most major holidays

Terms & Conditions

Rates, terms and conditions are subject to change without notice.
For print/digital ad rates, please call the San Antonio Express-News Classified Department at (210) 250-2345.

Privacy Statement:

The information requested of you is for our records ONLY. Your information is secure and will not be shared with anyone.

Do I need to create an account to place an online ad:

Yes. You must create an account before you can start building your ad. You will need to create a user name and password to access your account.

Payment: Ads require payment in advance.

What forms of payment do you accept?: We accept Visa, MasterCard, American Express, and Discover Card.

Refund Policy:

- Advertisement that are cancelled before the ad has gone live online on Marketplace.mysa.com will be issued a refund.
- Advertisements that are cancelled after the ad has gone live online on Marketplace.mysa.com will not be issued a refund.
- There are no refunds for errors in the text and details of an advertisement that has been entered by a customer.
- Please ensure that you read your advertisement carefully before finalizing your purchase. If an advertisement does not appear as it was ordered, please contact us at 210-250-2345 or email us at adsupport@mysanantonio.com during regular business hours, Monday to Friday, 8:30 am to 5:00 pm.

How do I cancel my ad?

You can cancel your ad before deadline by selecting "My Ads" on the top navigation bar and go to the "Your Current Ads" box. Once in the ad, you can select the "Cancel Ad" button.

When will my ad (or my changes) appear online?

You will be able to select a start date according to the schedule available for each ad type.

Please Note: Newly submitted ads do not appear right away. Your ad will appear online once it has been reviewed by our quality control staff during regular business hours, according to the schedule that was selected

What effects the price of my ad?

The package you choose will effect the price of your ad. On the Basic Package, additional photos & additional ad selections will increase the cost of your ad.

If I have a photo, what file format does it need to be? We accept *.jpg *.gif *.tif *.png.

Ad Writing Tips....What readers want to know!

AUTOMOTIVE: EVERY AD SHOULD INCLUDE:

Make	Body style	Power equipment	Mechanical condition	Interior
Year	Motor	Finish	Accessories	Price
Model	Transmission	Mileage	Tires, battery	Terms, down payment

REAL ESTATE: EVERY AD SHOULD INCLUDE:

Price	Number of bedrooms	Garage	Neighborhood	Possession date
Location	Bathrooms	Heating/Air conditioning	Proximity to schools	Contact information
Number of rooms	Kitchen, laundry	Layout	Square footage	

GENERAL MERCHANDISE: EVERY AD SHOULD INCLUDE:

What is on sale	Savings offered	Size and color	Reconditioned	Directions to location
Price	Make and model	New or used	Address	

MAKE YOUR COPY COMPLETE

Know what is important to readers shopping in your classified category. Complete sentences are easier to read than a series of phrases and random words.

STATE A PRICE OR RANGE OF PRICES

Quote a price, even if it's high or low. If your price is high, explain why it represents good value. If it's low, support it with facts that make it believable (for example: special purchase, quick sale).

SPECIFY BRANDED MERCHANDISE

If you're offering a name brand, be sure to state this fact in your classified ad copy.

INCLUDE RELATED ITEMS

Make two sales instead of one by offering related items along with a featured one. For example, list tire cleaners and wheel brushes with tire.

Fraud Prevention:

The San Antonio Express-News does not provide the following services:

Collection of funds from/for the buyer or the seller, Hold funds from/for the buyer or the seller, Guarantee funds from/for the buyer or the seller, Store merchandise from or for the buyer or the seller, Ship merchandise from or for the buyer or the seller

NOTE: Buyer beware if anyone you contact regarding merchandise, vehicles, housing or employment indicates that the San Antonio Express-News in any way insures or endorses the transaction - this is a FRAUDULENT AD. To report fraudulent or deceptive advertising activity call (210) 250-2345.

FAIR HOUSING NOTICE

All real estate & rental advertising on this website is subject to the Fair Housing Act which makes it illegal to advertise "any preference limitation or discrimination based on race, color, religion, sex, handicap, familial status, or national origin, or an intention, to make any such preference, limitation or discrimination." Familial status includes children under the age of 18 living with parents or legal custodians; pregnant women and people securing custody of children under 18. This website will not knowingly accept any advertising for real estate, which is in violation of the law. Our users are hereby informed that all dwellings advertised on this website are available on an equal opportunity basis. To complain of discrimination call HUD Toll-Free at 1-800-669-9777. The Toll-Free telephone number for the hearing impaired is 1-800-927-9275.

REAL ESTATE/RENTALS

All real estate information is provided from other sources and is deemed reliable, but is not guaranteed and should be independently verified. Residential rental locators are required to be licensed by the Texas Real Estate Commission (P.O. Box 12188, Austin, Texas 78711-2188, 1800-250-8732 or 512-465-3960). Locators may advertise apartment units in general terms, and all units may not have the same features. The amount of rent quoted in an advertisement may be the starting rent for a basic unit or for a unit, which does not have all advertised features.

MANUFACTURED HOMES/SITES

THE TEXAS MANUFACTURED HOUSING STANDARDS ACT STATES (in part) "It is unlawful for a retailer or broker to fail to comply with the requirements and provisions of the Texas Credit Code or the Truth-In-Lending Act or to advertise any interest rate or finance charge which is not expressed as an annual percentage rate (APR). A violation of this subsection does not create a cause of action nor claim for damages by the consumer. The consumer shall not recover more than the penalties set forth in the Texas Credit Code and federal Truth-In-Lending Act." For information regarding compliance with advertising requirements, contact: Federal Trade Commission (214) 979-9350.

PETS

The City of San Antonio now has a Litter Permit requirement for residents with dogs and cats that plan to sell, trade or give away their pups/kittens. The permit requirement applies to advertisers who reside in the city limits of San Antonio only. The Litter Permit must be prominently displayed in the advertisement. Failure to comply with the ordinance could result in a fine up to \$500. It is in violation of the "City of San Antonio Animal Code of Prohibited Species" to own certain animals within the city limits. To obtain a litter permit application or if you have any questions about complying with the City Animal codes, we suggest going online to www.saacs.net or call Animal Care Services at (210) 207-8173.

FINANCIAL & BUSINESS OPPORTUNITIES

Please consider carefully the value or benefits before you purchase a product or service. Publication of products or service does not indicate endorsement by mySA.com or the San Antonio Express-News. Before you invest, or if you feel you have been a victim of investment fraud, contact the Texas State Securities Board at (512) 305-8392; Via E-Mail at: complaints@ssb.state.tx.us or through its web site at www.ssb.state.tx.us

BUSINESS SERVICE DIRECTORY

Please consider carefully the value or benefits before you purchase a product or service. To verify licenses call City of San Antonio Development Services Department, (210) 207-1111. Publication of products or service does not indicate endorsement by mySA.com or the San Antonio Express-News.