



SHOP.COM MARKETPLACE SELLER GUIDE

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ABOUT THIS DOCUMENT

The goal of SHOP.COM Marketplace, Inc. (“SHOP.COM”) is to provide exceptional service to consumers for the benefit of SHOP.COM’s merchant partners/sellers. SHOP.COM makes it easy to list and sell products on SHOP.COM.

A tax ID, valid credit card and checking or saving account information for payments is required to participate on the SHOP.COM Marketplace. This document outlines what is required and expected from merchant partners.

Getting started

LISTING PRODUCTS

All approved sellers can list products on SHOP.COM product pages. Sellers may list any type of product for sale unless they are listed in the Prohibited Content Guidelines. Seller’s accounts with excessive errors in its feeds may be closed or suspended until issues are addressed. Seller must ensure that the information provided in Seller’s descriptions remains up to date at all times.

PRICING YOUR PRODUCTS

SHOP.COM Marketplace Seller Agreement requires that all sellers price both the item price and the total shipped price (item price with shipping and handling) at, or below, the price a seller lists on its own website and/or other sales channels. Any discounts, rebates or other promotional pricing offered must be available on SHOP.COM Marketplace.

TAXES

Seller must obtain all permits and Licenses under any applicable law at Seller’s own expense and shall pay and discharge all applicable taxes and assessments which may be due for offering Seller’s Products for sale on the Website. SHOP.COM will calculate and collect any sales tax for the sale of Seller’s Products through the Services and Seller will remit all taxes to the appropriate taxing authorities. However, in the applicable states, SHOP.COM will calculate and collect any sales tax for the sale of Seller’s Products through the Services and SHOP.COM will remit all taxes to the appropriate taxing authorities.

Based on applicable state tax regulation, SHOP will begin calculating, collecting, and remitting

SHOP.COM MARKETPLACE SELLER GUIDE

sales tax on behalf of sellers for orders shipped to customers in the following states:

State

Alabama	Nevada
Arizona	New Jersey
Arkansas	New Mexico
California	New York
Colorado	North Carolina
Connecticut	North Dakota
District of Columbia	Ohio
Florida	Oklahoma
Georgia	Pennsylvania
Hawaii	Rhode Island
Idaho	South Carolina
Illinois	South Dakota
Indiana	Tennessee
Iowa	Texas
Kentucky	Utah
Louisiana	Vermont
Maine	Virginia
Maryland	Washington
Massachusetts	West Virginia
Michigan	Wisconsin
Minnesota	Wyoming
Nebraska	

FULFILLING AN ORDER

Sellers are required to ship items or provide a valid status to buyers within 72 hours of receiving their order. When an item is sold, the seller receives a notification email containing the buyers shipping information. Sellers can also monitor their seller account for new orders. If SHOP.COM does not receive valid shipping status within 30 days of the order the order will be considered cancelled and no commission will be paid. SHOP will refund the customer and the merchant is liable for all processing fees.

ORDER CONFIRMATION

Sellers are required to confirm shipment once they have shipped an order to a buyer. All orders must be marked as shipped or with a valid status within 72 hours. Sellers can do this from within their seller account in the Marketplace Business Center, by inputting the status Shipped, carrier

SHOP.COM MARKETPLACE SELLER GUIDE

and "Tracking Number" or provided by in an automate order status.

SHIPPING OPTIONS

Sellers at SHOP.COM are required to ship all products via a standard shipping method with a level of service at least equal to U.S. Postal Service Media Mail. Shipments sent via standard shipping are expected to arrive in the customer's hands within 4-14 business days from the date of purchase.

Sellers can offer customers expedited shipping. If a customer selects expedited shipping, the order must arrive within 3- 6 business days from the shipment date.

RETURN POLICY

Sellers are required to accept returns for 30 days for all items listed on SHOP.COM Marketplace. Sellers cannot list items that customers are unable to return. Sellers can post their returns policy through its seller account stating reasonable shipping rules and restocking charges associated with returns.

Sellers found to withhold refunds due to negative feedback or sellers that charge customers additionally because they have left negative feedback will be suspended and removed.

Sellers are an extension of SHOP.COM and sellers are expected to ensure a positive customer experience in all cases including returns.

REFUNDING BUYERS

After a seller has confirmed shipment of an item, the seller always has the option to give either a full refund or a partial refund to a customer. There is no limitation on the number of partial refunds but refunds cannot exceed the amount of the order. Sellers are welcome to refund a customer up to 30 days after the order date. If a refund is taken after the account has been terminated by either parties, the refund will be taken from the merchant's settlement, invoice or charged to their credit card on account.

SELLER PAYMENTS

SHOP.COM Marketplace payment periods for sellers will close on Sundays, at 12AM PST. Payment of all eligible transactions will be sent every Tuesday and sellers should receive them in their bank account within 3-5 business days. If Tuesday is a bank holiday payment will be sent the following day.

SHOP.COM MARKETPLACE SELLER GUIDE

Please note that all new sellers to the SHOP.COM Marketplace will have a 15-day review period. During this time new sellers will not be paid for orders shipped until its orders are confirmed as shipped and received with tracking details provided during the shipment confirmation process, if tracking does not show clear delivery account and payments will be placed on hold.

Payments are made via ACH transfer and all sellers in the SHOP.COM's Marketplace are required to have a valid US Bank account that will accept these payments. All orders marked as shipped and/or refunds made against orders during the pay period will be included in this payment. Sellers must have a positive balance of \$25.00 or more in their seller account to qualify for that period.

BUYER SATISFACTION

SHOP.COM customers have come to expect great service from SHOP.COM and SHOP.COM protects that expectation with the SHOP.COM OneCart[®] Trusted Merchant program, which ensures that customers receive their orders as promised and the merchant ships the products on time , as promised, and meets or exceeds all promises made to the customer. Sellers may be required to submit proof of shipment if a customer makes a claim against a seller.

CUSTOMER FEEDBACK

The SHOP.COM Marketplace website posts feedback from customers regarding their experiences with SHOP.COM sellers. SHOP.COM will only edit feedback for profanity or in instances where customers have left personally identifying information. SHOP.COM does not remove customer feedback simply because it reflects negatively on seller review score, please work to resolve any issues with customers. Any seller that provides feedback for its own account will be closed.

MARKETING AND COMMUNICATIONS WITH CUSTOMERS

SHOP.COM automatically sends emails to customers to confirm orders, shipment and cancellation/refunds as well as request customer feedback. In an effort to keep all communication with SHOP.COM customers consistent, SHOP.COM requires that all sellers remove their order confirmation, shipment confirmation, and feedback follow up emails. SHOP.COM will send these emails to customers in all cases. This is a requirement to remain active selling with SHOP.COM. For all direct emails seller sends to customers, seller must ensure that there are no links to seller website or requests to visit seller website in seller's customer service communication.

SHOP.COM MARKETPLACE SELLER GUIDE

DISPUTE RESOLUTION

If a seller follows the SHOP.COM Marketplace Seller Agreement when listing, selling and shipping items and, can document shipment to the customer or that the customer received the correct item, SHOP.COM usually does not hold the seller responsible for the reimbursement of the claim. Otherwise, SHOP.COM will usually debit the reimbursement for the claim from the seller's account.

SELLER SUPPORT

For more information about SHOP.COM, please visit the SHOP.COM website at WWW.SHOP.COM. Current sellers that need assistance, please log into the MarketPlace Business Center (MBC) or email merchantsupport@shop.com.