

## **GLOBAL SISTERS MARKETPLACE SUGGESTED SELLER STANDARDS**

All sellers are expected to meet and maintain certain standards:

- Accurate inventory
- Orders picked and dispatched within 48 hours
- Delivery to customers needs to be undertaken by a reputable service capable of meeting the delivery standards, within 7 business days of dispatch Australia wide\*
- 24 hour response time to customer queries
- Refunds approved within 48 hours of item being returned to the seller

### **SHIPPING STANDARDS**

- Ship all orders within 48 hours of receiving the order
- Custom made items with longer lead times must be communicated on the product page
- Ship all orders in safe and secure packaging to prevent damage in transit
- Send a shipping notification as soon as any order is dispatched
- Provide tracking numbers via shipping notification emails
- Use a reliable transport provider to ensure delivery Australia wide in no more than 7 business days\*
- Include shipping notes (manifest) with all parcels to clarify contents of parcels and seller information
- We understand that from time to time things can go wrong in the fulfillment process. Be proactive with your communication if you cannot meet the above expectations – don't wait for customer complaints.

### **DELIVERY PROPOSITION**

Shipping costs are one of the biggest barriers to buying online, so keeping your shipping costs competitive will help to deliver better conversion and encourage repeat purchase.

- All sellers are required to clearly disclose the shipping rate to customers on the product listing page for every item they list

### **MANAGING RETURNS & REFUNDS**

To improve conversion, build trust with our customers, and improve your seller rating, you are required to:

- Advise return address details for shipping
- Meet all Australian consumer law and associated regulations in respect to accepting return of faulty or inferior products or services

- Manage all refunds through The GS Marketplace seller portal or by contacting your account manager to ensure your commission is refunded correctly and records of returns are accurately maintained
- Refund a customer any postage cost incurred by the customer if they receive the wrong item or a faulty item.

## **CUSTOMER COMPLAINTS & QUERIES**

Whether a customer contacts you directly or via the Marketplace team, responding in a timely and professional manner will help improve your seller rating and give customers a reason to shop with you again. It is expected that all sellers:

- Respond to queries within 1 business day\*
- Acknowledge and consider customer rights in compliance with the law
- Adhere to privacy and consumer laws
- Respond in a professional tone
- Provide updates on issue resolution to your account manager where applicable
- Always respond in line with the seller standards
- Where an issue is unable to be resolved, we're here to help! Contact your account manager to help you resolve any disputes you can't handle directly.

## **PRODUCT LISTING STANDARDS**

The GS Marketplace is a home for sellers of quality products curated by our Sisters, and customers expect a certain consistent standard when it comes to the way we present product online. Images and product attributes need to meet the following standards to be published online:

- Minimum of 1 image per product, maximum of 8 images
- For product shots, the primary image must be on white background, neutral background where appropriate
- The accepted file types are: .png, .gif, .jpg, .jpeg and .webp. Any other form will display an error message and you will be unable to progress with the advert until you upload an image in a suitable format.
- It is best practice to ensure that the file size is lower than 32MB and to have an image resolution of 150 dpi. It is recommended to size images on a 4:3 ratio (800px wide x 600px high).
- All images of the listed item must be of the product/service itself or the product in use
- No images are to contain seller contact details, pricing, text overlays, watermarks or advertising material
- All mandatory product attributes are required for a product listing to go live and listed on the GS Marketplace

## **MARKETING AND PROMOTION**

- When promoting your products on your own instagram, social media, emails or other forms we ask that you use the following hashtags as this helps build the Global Sisters and Marketplace brand increasing reach, increasing brand awareness and helping more women
- #backherbrilliance #globalsisters #makingbusinesspossible