



FAQ'S

How long will it take to get set up on the site?

- It only takes a few minutes to register your business. Once your account is approved, you can have all of your shop settings and your first few products added in under an hour.
- If you already have products listed online elsewhere, we may even be able to assist you with a product import to get your shop started, or a product import & sync with Shopify or Square.

How many products can I list?

- Sellers can have up to 50 products in their storefront. Businesses that wish to list additional products can reach out to the support team at info@shopwhereilive.com to add more.

How often do I have to update my shop?

- Products should be updated as needed, or at least every few weeks. Shops should be updated with inventory changes, add a new product or two, and delete old products.

How do I get notified of orders?

- You will get an email notification to the registered email address on your account.
- You may also sign up for text alerts in your account or register additional email addresses to also receive the notifications.

How do I handle shipping?

- Sellers handle all fulfillment & shipping requirements and can charge shipping to customers.
- Sellers can set Free Shipping for all products or just for specific products.
- Sellers can set their own shipping rates on their overall store or on a per product basis.
- Sellers enter shipping carrier & tracking information that is then communicated to the customer.

How & when do I get paid for orders?

- Sellers can connect to Stripe or PayPal in their Billing Tab on the Vendor Dashboard-Storefront tab.
- Stripe is the preferred payment processor. Orders are paid out to your bank from Stripe typically within 2 business days. Payment processing through Stripe is 2.9% + \$.30 per order.
- Alternatively, businesses could choose PayPal payments if they prefer. There will be an additional \$.25 processing fee for PayPal (2.9% + \$.55 total), and payments will be dispersed once the order has been shipped to the customer.