

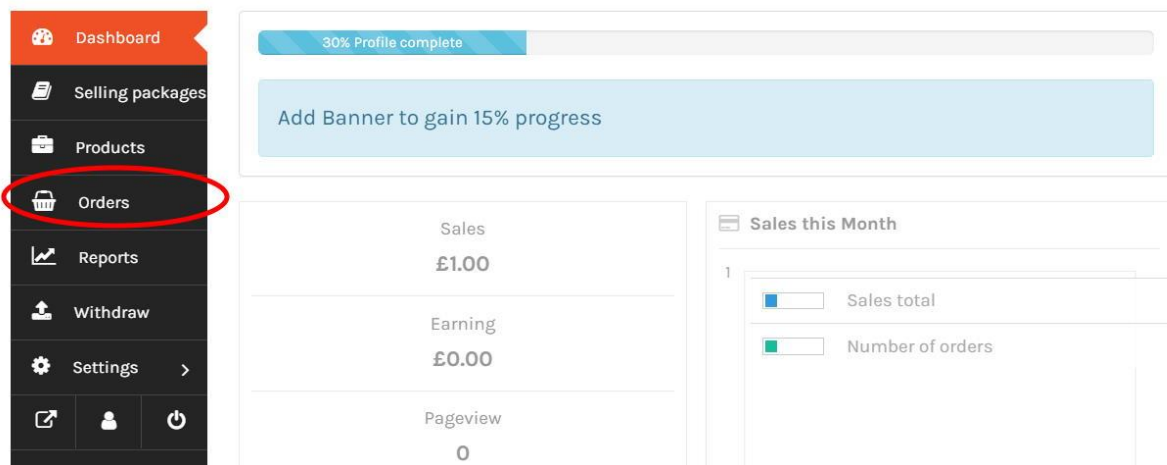
# Vendor's Documentation

## Processing a sale

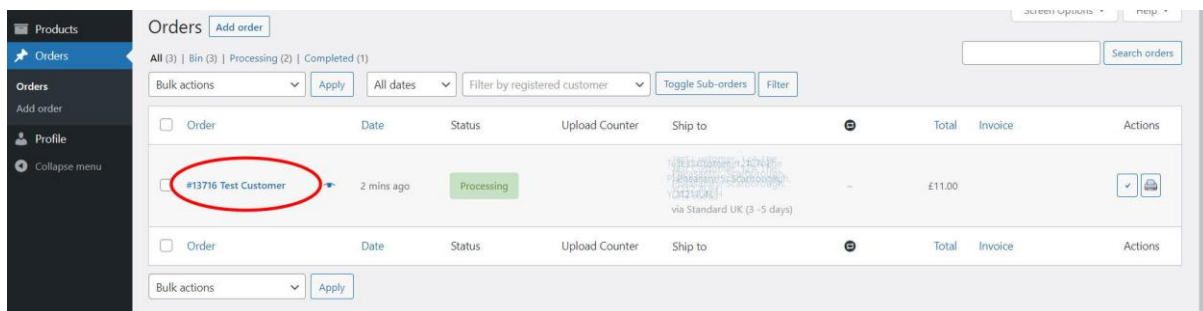
When one of your items is sold on our website, you will automatically be notified by email. At this point you should package and send your item to the customer as quickly as possible.

### Viewing your orders

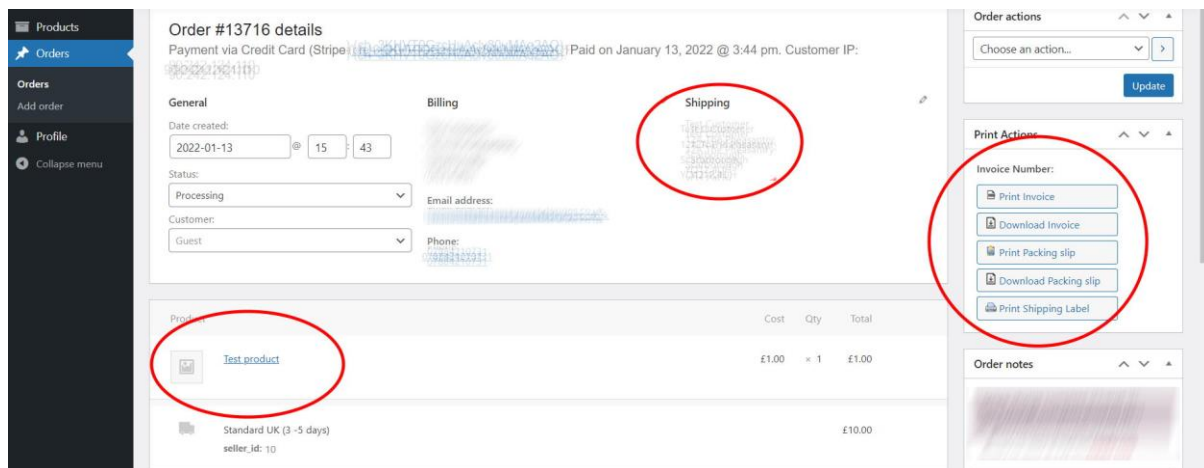
You can view all your orders by clicking the “Orders” button on your Vendor Dashboard.



This will take you to the page in the administrative section of the website where all your orders will be listed. To view details of any order, click the blue link with the customer's name and order number on the left-hand side of the screen.



This will take you to the page that shows all the details of the order.



Items to note are details of the item that sold, the customers contact details and shipping address and the price paid etc. To help provide you with documentation you may need for shipping, there are several buttons on the right-hand side of the screen that enable you to print out an invoice, packing slip and shipping label.

### [Sending your item](#)

As part of the terms and conditions, you will be paid our standard rates for shipping. Currently these are as follows;

#### **Shipping to an address within the UK**

£10 - Value of order between £0 – £74.99

£7.50 – Value of order between £75 - £149.99

Free – Value of order over £150

#### **Shipping to an address outside the UK**

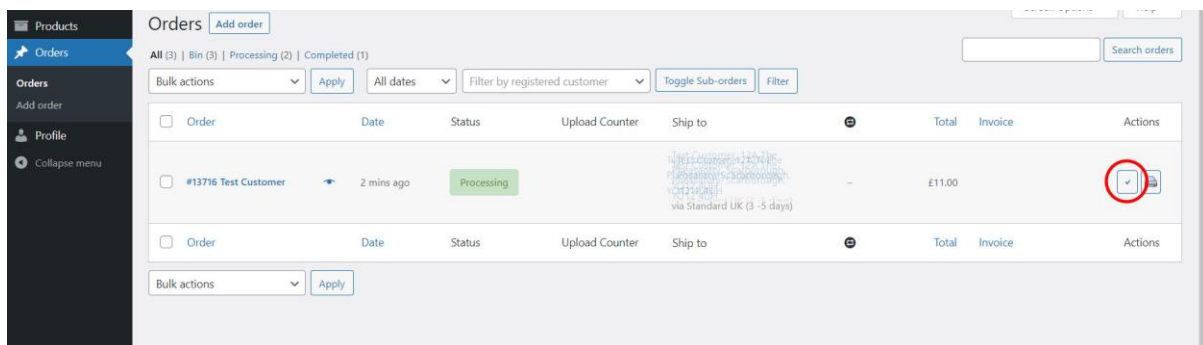
£15 - Value of order between £0 – £74.99

£10 – Value of order between £75 - £149.99

Free – Value of order over £150

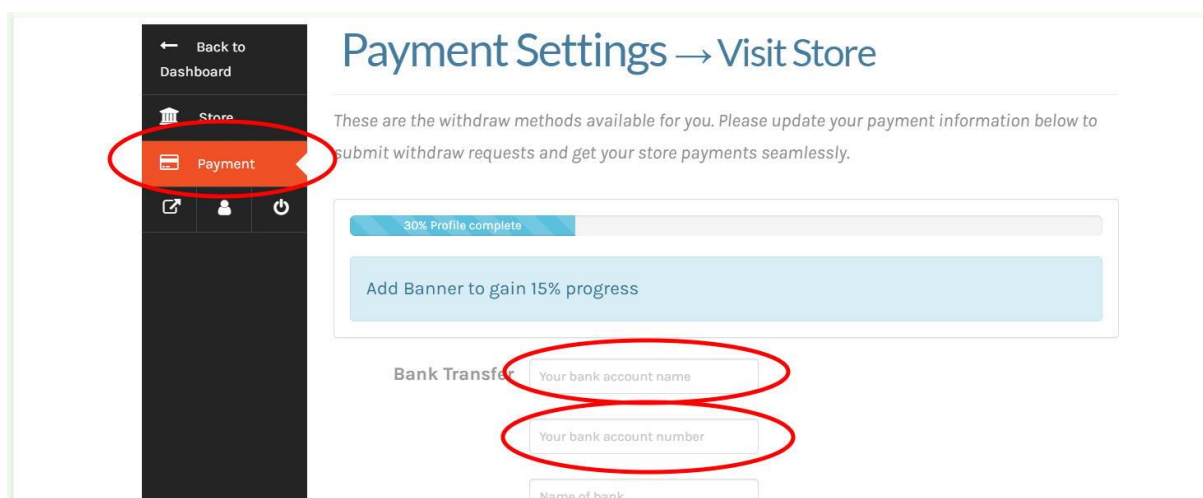
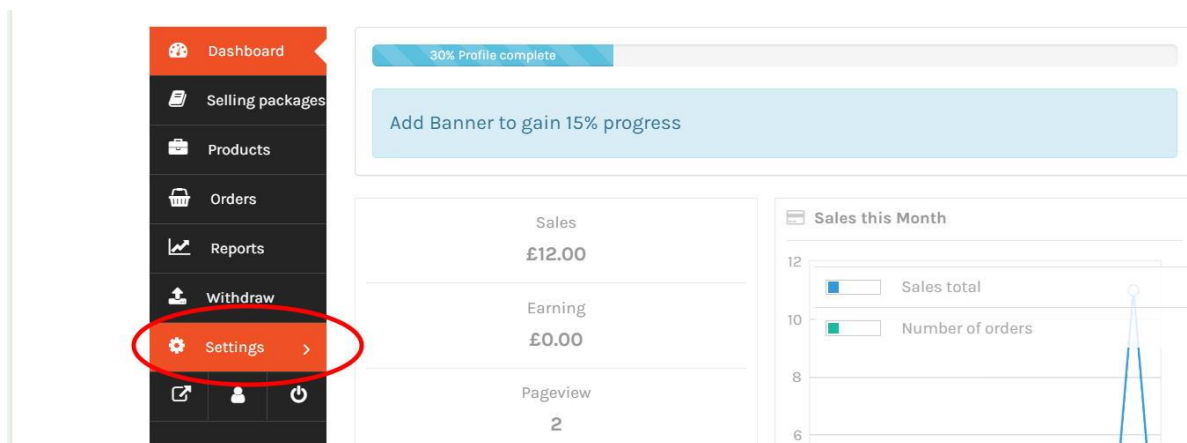
**Please note that if you will be shipping from outside the UK to inside the UK you will still only receive the UK rates. If these rates will not cover your actual shipping costs, you may need to increase the asking price of your item by the appropriate amount.**

When you have posted your item out, you should mark the order as “Complete”. You can do this from the order summary page by clicking the “Tick” icon on the right-hand side of the screen.



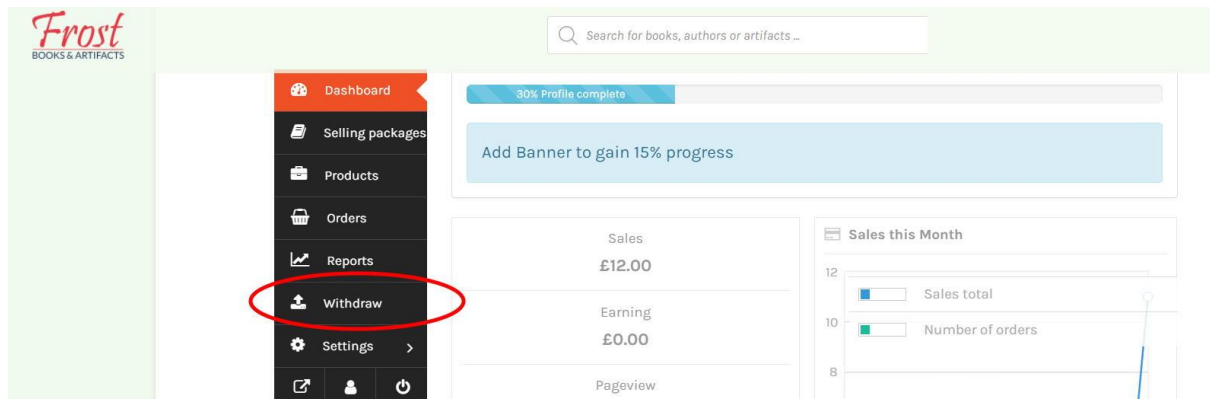
## Submitting your bank account details

To enable us to pay you your profits, please ensure you have entered your account details on the page, Settings => Payment on your Vendor Dashboard.



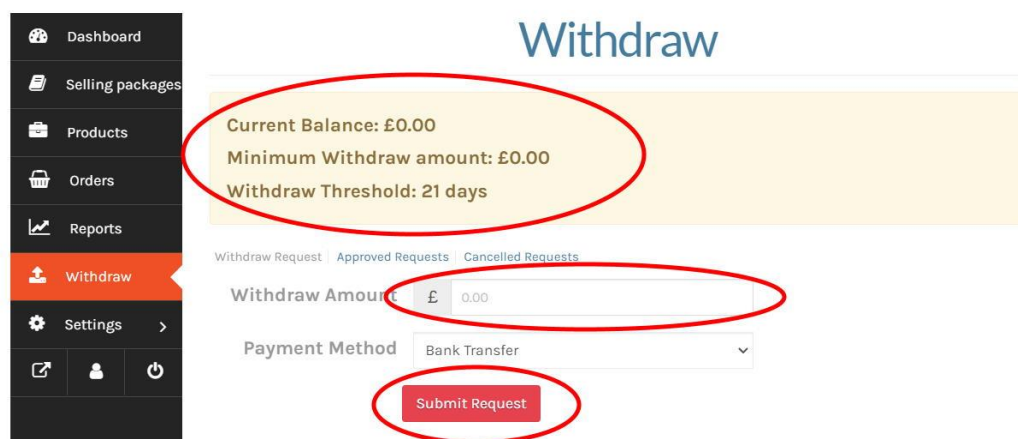
## Submitting a withdrawal request

You can withdraw the profits you have made from any sale after 21 days from its completion. To submit a withdrawal request, click the “Withdraw” button on your Vendor Dashboard.



On the Withdraw page, you will be shown your current balance and withdraw threshold (how many days after the sale it takes for funds to be available). Funds will not show up until after this time period has passed.

Enter the amount you wish to withdraw and click the “Submit Request” button.



Once your request has been received, you will normally receive the money into your account within 3 working days.