

Shopperr FAQ

1. What is Shopperr and what is your business model?

Shopperr.com provides the most evolved B2B sourcing platforms with no MOQ for resellers. Shopperr is the only platform where resellers can purchase internationally manufactured lakhs of products from one source at wholesale rates. Since we have no MOQ (Minimum Order Quantity), instead of buying the inventory in advance and taking risk, you can always buy from us whenever your end consumer places an order on your online store. You can simply integrate your online store with our website, add products you like to your store, add your margin, and start selling. As a service if you want, Shopperr can dispatch the order directly to your customer as well. However, there will be additional fulfilment charges for the same. The package will show your company name as sender when your end consumer receives the order. Please note that since Shopperr is dealing directly with the you (resellers) we do not collect payments from your customer. Below picture reflects the flow of transactions.



2. How can I upload products?

- Please sign up for a Shopperr account and Login.
- Browse and subscribe the products which you are interested to resell.
- These subscribed products will go to "Subscribed" where you can download the product information in Excel format. Our spreadsheet is already customized for Amazon and shopify and if you want to sell on different marketplace then you may need to re-arrange the columns and edit the

titles to match the requirements of your website builder. Then simply re-upload the spreadsheet to your Web Store and start reselling.

3.How to update Inventory?

For amazon/shopify inventory management will be done automatically and if some products goes out of stock those products will automatically get inactive on your seller account and vice versa.

4.Do you have API integration with my store?

At this moment, we don't have API integration for your website we just have amazon and shopify API, So it is not possible to sync our inventory with independent website, so we suggest that you export and re-upload the stock to your Web Store every few days.

5. When do I need to pay and do I get the GST invoice?

You do not need to buy goods or invest in them in advance. You only pay us when you receive an actual order. We sell to you at wholesale price, with no minimum quantity requirement. The shipping fee is already included in our price and there is no other hidden fee. You decide the price mark-up and difference is your profit! We take care of fulfilment and shipping directly to your end-customer. And in first week of each month we used to share GST invoice with our sellers

6. What will be the delivery time?

We have 2 warehouses in China and 1 warehouse is in India as well. We give priority to shipping from our Indian warehouse and we also have China warehouse as a backup.

So our general time for delivery is 7-15 days and the package will show either your company name or your brand name. All shipments are trackable.

We have tied up with Bluedart, Fedex and Indiapost for fast delivery, and will provide you the tracking number once order will be shipped out.

7. Refund & return policy

Return/Refund Policy is easy to understand. If an item is damaged/defective or due to an error on our part, then we will refund 100% of the item price. Generally there is no need to return it if your end-customer can provide proof. If a wrong item was ordered or no longer needed, then we will partial refund 80% of the item price and retain 20% as restocking fee. Your end-customer is responsible for sending it back to our warehouse and the return shipping charges will not be reimbursed. We need evidence that the returned item has reached our warehouse.

8. How many products can I upload?

We have more than 6,00,000 products on our store you can upload all on your store and once you will receive order then all the order details will be downloaded on Shopperr store through API, and we will ship at time only

9. Is there any subscription charges?

Yes we have 3 plans for subscription

a. Free (trial plan):-

In this you can upload up to 500 products and we will fulfil only 20 orders in a month

b. 1900/- per month: -

In this plan you can upload up to 20,000 products and we will fulfil 200 orders in a month

c. 2900/- per month:-

In this you can upload unlimited products and unlimited fulfilment

10. What are the pricing and payments methods?

All our product price includes everything like GST, custom duty and shipping charges, you just need to pay only product price on top of that you can add your marketplace fee (if any) and your mark-up value, you can set the multiplier as well on your Shopperr account for pricing for your products

Once you will receive order at that time you need to pay us, you can pay via debit card /credit card /net banking or various online wallet.