



Frequently Asked Questions

Q: When Do I Get Paid For My Orders?

A: We issue payments on Wednesday of each week. Please be advised that it can take up to 2 - 3 business days for the payment to be allocated to your financial institution. Payments are disbursed according to their invoice date on a Net 15 term. We will pay your orders within 15 days when it invoices in our system. (Generally 2 weeks after it invoices).

Q: Why Am I Not Receiving Payments for My Recent Orders?

A: Below are several reasons why you are not receiving payment:

- The account holder name on your bank records may be incorrect, please double check in the seller portal.
- Your W-9 form may have a problem (please check if there is a signature on the W-9 form and that all information listed on the W-9 form matches the information listed under your main contact information in your seller portal).
- The bank account information may be incorrect or outdated. Please double check this information and update any new bank account to process your ACH Payments.
- Lastly, payments are issued to sellers who accumulated at least \$25 or more in sales. Payment will be held until your sales reach this threshold.

Q: Do I Receive Payment Settlements?

A: We will email you a statement every time we pay you. You also have access to download statement by logging in to the Seller Portal. Follow these directions:

- 1) On the navigation bar, click on "**Report**" and then on "**Payment Reports**".
- 2) Click on "**Settlements**" and then click on the "**View Transactions**" link for the settlement you desire to review.
- 3) You will be prompted to the Transaction Detail page. From this page, click on the "**Export All**" button on the bottom left corner. You will be prompted to save the file; once saved, you can open the file to review your payments in excel.

Q: Are Sellers Responsible For Collecting Sales Tax?

A: No, Newegg is the Merchant of Record so we will be collecting sales tax on all orders. We only collect Sales Tax for the State of California, Tennessee, and New Jersey since we have a physical presence in these states.

Q: What If A Customer Contacts Me With A Question Regarding Sales Tax?

A: Please advise the customer to contact our support team by emailing: marketplacesupport@newegg.com. We will be glad to address all questions and concerns.

Q: Will I Receive the 1099 Tax Statement during Tax Season?

A: No, because Newegg is the Merchant of Record; we will be sending the sales tax that was collected to the appropriate state for processing. You will not receive 1099 from us. You may download a copy of each settlement in your seller portal for reference. (Please review: "Do I Receive Payment Settlements?" for instructions on how to download transactions")

Q: My Seller Account Status Is Showing Inactive, How Do I get it Activated?

A: Your seller account may be inactive because it was recently created. As a procedure to ensure quality assurance, we ask sellers to begin the process by uploading product under their seller portal. Once a few products have been uploaded, we will review your listings and help correct any potential mishaps in the process. This quality assurance procedure has effectively help many sellers start off on the right foot, and help produce more sales. Once you have created your items, they will appear as disabled until your seller account has been activated. Our Category Manager will verify your items and then activate your account so that you can begin selling in our Marketplace platform. If you should happen to have any questions, you may contact our support team at: marketplacesupport@newegg.com.

Q: What Is The Difference Between Courtesy Refund And RMA Refund?

A: Courtesy is used for when you want to issue a partial refund back to our customer. A RMA refund is used for when you are requiring our customer to return the merchandise back to you. Please see our RMA Processing Guide in the help section located on the top right side of our seller portal for more information.

Please Note: Courtesy Refund does not refund commission back to you and it does not refund Sales Tax (If Applicable) back to our customer. So we encourage our sellers to use RMA Refund whenever possible.

Q: How Long Am I Allowed To Ship An Order?

A: You are allowed only 72 hours to ship an order upon receiving order confirmation from us. After 72 hours, orders will auto-void and you will not be paid, regardless if you shipped the merchandise.

Q: Can I Request To Have The 72 Hour Order Processing Deadline Extended On Certain Items?

A: No, You are only allowed 72 hours on all items sold on Newegg Marketplace. If you know certain item(s) require more than 72 Hours to prepare, we encourage that you not list those items on our marketplace platform.

Q: Will Newegg Be Responsible To Pursue The Customer For Payment If I Ship An Order That Was Auto-Voided (Past 72 Hour Shipping Deadline)?

A: No, Newegg will not be responsible to pursue the customer for payment on your behalf. Fulfilling orders within 72 hours is the responsibility of our sellers.

Q: Will Newegg Refund Me Back For The Merchandise, If I Ship An Auto-Voided Order?

A: No, Newegg will not credit sellers for merchandise loss. If an order is not shipped within 72 hours, sellers are held responsible.

Q: Does The 72 Hour Deadline Include Weekends or Holidays?

A: No, The 72 Hour Deadline occurs during working business days only. Each order has a date time-stamp which indicates when orders will auto-void. The 72 hour time-stamp is calculated in Pacific Standard Time (PST). This time-stamp is located in the Order List in our seller portal.

Please Note: If you are not in the Pacific Standard Time Zone, please remember to process your orders earlier to prevent auto-void events.

Q: Who Is Responsible For Fraud Prevention?

A: Newegg will be responsible for checking customer information for potential fraud. Once we validated customer information, the order confirmation will be sent to your seller portal. This is when we the 72 hour auto-void deadline begins.

Please Note: Sometimes you may receive an email from us asking you to void or stop an order from shipping because we later discovered fraudulent activity after the order confirmation was sent to you. Please do not be alarmed, you will still be paid for the item if you are unable to void the order. We ask that you attempt to recall any orders valued above \$25 if they have been shipped. We will credit you any recall fees assessed by your shipping company to return the package back to you. If you have questions regarding this, please email us at marketplacesupport@newegg.com

Q: How Do I Use Your Ship By Newegg Service?

A: Please see the Help section located on the top right of our Seller Portal. A full disclosure will be listed in this section.

Q: Who Do I Contact If I Have Questions Regarding To Your Ship By Newegg Service (SBN)?

A: You may contact our Ship by Newegg (SBN) Team at MarketplaceFulfillment@Newegg.com.

Q: Who Do I Contact If I Have A Question or Issue Regarding Data-Feeds and Integration?

A: Our Datafeeds Team can assist you via email at: Datafeeds@newegg.com

Q: Who Should I Contact If I Have A Question or Issue Regarding to Customer Service, Financial/Payment, or General Marketplace Inquires?

A: You may contact our Merchant Support Specialist Team at marketplacesupport@newegg.com

Q: Who Should I Contact If I Have Questions Regarding Seller Account Activation, Product Promotions, and any seller account concerns?

A: You may contact your respective category manager with your concern. If you are uncertain who to contact, please email our Merchant Support Specialist Team at marketplacesupport@newegg.com