

Rule:

- Max 4 Pagers
- Use Power Point
- Any realistic assumptions are welcome
- Assume all data points are available

I run a franchise model 2nd hand electronics shop. People can sell to my shops in different parts of the country and buy from them as well – all online. The franchisee owner is responsible for pick up and delivery from sellers and buyers as well as any clean up/repair before advertising the items on my website all of which they will mark up in the sale. Some of our buyers have complaints after using what has been delivered – what should I do? Who will bear the cost of checking/picking up/refunding the buyer? What checks and balances do I need?