**General Questions**

**What is Asset Avenue?**

Asset Avenue is an online platform where creators can sell and buyers can purchase high-quality 3D assets for various projects, including games, VR/AR experiences, films, and more.

**How do I create an account on Asset Avenue?**

Click on the "Sign Up" button at the top right of the homepage. You can register using your email address or social media accounts.

**How does Asset Avenue work?**

Sellers upload their 3D assets to the marketplace, and buyers can browse, purchase, and download these assets. Asset Avenue facilitates the transaction and takes a small commission from each sale.

**For Buyers**

**How do I purchase a 3D asset on Asset Avenue?**

Browse or search for the asset you need, add it to your cart, and proceed to checkout. Payments can be made using various payment methods, including credit/debit cards and PayPal.

**What formats are the 3D assets available in?**

The available formats vary depending on the seller, but common formats include OBJ, FBX, and STL. Please check the product details for specific format information.

**Can I get a refund if the asset is not as described?**

Yes, you can request a refund within [number of days] if the asset does not meet the description or if there are issues with the file. Please contact our support team with your order details.

**How do I download my purchased assets?**

After completing your purchase, you can download the assets directly from your account’s "Purchases" section.

**Can I use the assets I purchase for commercial projects?**

Yes, most assets come with a commercial use license. However, please check the licensing details provided by the seller before using the asset in commercial projects.

**For Sellers**

**How do I start selling on Asset Avenue?**

To start selling, create an account, verify your email, and complete your seller profile. Once your profile is created, you can begin uploading and listing your 3D assets.

**What file formats can I upload?**

We support a variety of file formats including OBJ, FBX, STL, UE projects and more. You can upload multiple formats for the same asset to reach a broader audience.

**How do I set the price for my assets on Asset Avenue?**

You can set your own prices for your assets. We recommend researching similar assets on the marketplace to determine competitive pricing.

**What percentage does Asset Avenue take from each sale?**

We take a 25% commission from each sale. The remaining 75% is paid directly to you.

**How and when do I get paid?**

Payments are processed instantly via [payment methods like PayPal, bank transfer, etc.]. You can track your earnings and payout schedule in your seller dashboard.

**Can I offer discounts on my assets?**

Yes, you can create discount codes or participate in marketplace-wide sales events. You can manage these options from your seller dashboard.

**Technical Questions**

**What are the system requirements for using Asset Avenue?**

Our platform is web-based and can be accessed from any modern web browser. For the best experience, we recommend using the latest versions of Chrome, Firefox, or Safari.

**How do I report a technical issue on Asset Avenue?**

If you encounter any technical issues, please contact our support team through the "Contact Us" page. Provide as much detail as possible about the issue.

**Is there a limit on the file size for uploads?**

Yes, the maximum file size for uploads is [15GB]. If your asset exceeds this limit, consider compressing the files or splitting them into multiple parts.

**Security & Privacy**

**Is my personal and payment information secure on Asset Avenue?**

Yes, we use industry-standard encryption and security measures to protect your personal and payment information. We do not store payment details on our servers.

**How do I update my account information on Asset Avenue?**

You can update your account information, including your email, password, and payment details, by logging into your account and navigating to the "Account Settings" section.

**How can I delete my Asset Avenue account?**

If you wish to delete your account, please contact our support team. Please note that account deletion is permanent and cannot be undone.

**Policies & Legal**

**What is your refund policy on Asset Avenue?**

Our refund policy allows for refunds within [30 days] of purchase if the asset does not match the description or has technical issues. Please refer to our full refund policy for more details.

**What licenses are available for 3D assets on Asset Avenue?**

We offer several licensing options, including personal, commercial, and extended commercial licenses. The specific license for each asset is determined by the seller and listed on the product page.

**How does Asset Avenue handle copyright and intellectual property issues?**

We take copyright and intellectual property seriously. If you believe an asset on our marketplace infringes on your rights, please report it through our Contact Us page or contact our legal team directly.