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Drop-shipping seller guide

https://dropshipping.vidaxl.com/

Table of content

#	Торіс	Page
1	Account management	3
2	Product integration	8
3	Payment methods	11
4	Order placement	16
5	Order management	25
6	Customer care management	28
7	Finance and accounting	31
8	AU Postage Instructions	34
9	Copyright regulations	40

1) Account management

#	Торіс	Page
1.1	Login	4
1.2	Password change	5
1.3	Change email address & cancel account	6
1.4	Selling in one country and cross-border	7

1.1) Login

Using the details you provided, vidaXL's B2B team has created your seller account. Your login details have been sent via email.

Click on the link below and you will be directed to our customer login page:

https://b2b.vidaxl.com/profile/customers/sign_in

Customer Log	in
🐱 Email	
Password	
Remember me	LOG IN
Forgot password?	

1.2) Password change

You can change your account information by

clicking on: **MY ACCOUNT > CHANGE PASSWORD**



1.3) Change email address & cancel account

If you want to change your email address or

cancel your account, please contact:

dropshipment@vidaxl.com

1.4) Selling in one country and cross-border

Selling in one country:

One account on <u>b2b.vidaxl.com</u> is only for one delivery country.

Selling cross-border:

If you want to cross borders and ship to other counties, please resubmit an application using another email address. The process is the same as when you first registered. The registration site is: <u>https://partners.vidaxl.com/</u>. Sell to a different country by clicking on "ADD AN NEW RESELLER COUNTRY"

2) Product integration

#	Торіс	Page
2.1	CSV or XML product feed	9
2.2	Lightspeed, Magento or WooCommerce plugin	10

2.1) CSV or XML product feed

After creating your account, we will send you our product feed. Its content is based on the country you dropship to.

The feed contains all the necessary information for our products, such as prices, stock, descriptions and images. The feed also contains information on the number of packages that is to be expected. We can not guarantee that products with multiple packages will arrive on the same day. In case of margin loss, we advise you to update the product information in time. The product information can be updated through your developed system or via plugin.

<u>Click here</u> to get the Step-by-step process.

Note:

- A list of new products is posted every Wednesday on: <u>https://b2b.vidaxl.com/</u>
- > When listing a product take into consideration the product information from the feed.
- When the stock is 0, but there is a price which is different than 0, it means that the product will return in stock later.
- When both stock and price are 0, it means that the product will be removed from the feed.

Note:

- ✓ Every country has a corresponding feed. These feeds are translated to the country's local language
- New products are added and updated daily
- ✓ Hourly stock updates
- ✓ Daily price updates

> How to open a feed

https://docs.google.com/document/d/1OrTvU_Y4qNJWV_DRTZQe9E SoRaloG5NYEbi0O2--gL8/edit?usp=sharing

Blocked Products list

https://docs.google.com/spreadsheets/d/1qSoiOMDH46yrJyeUmff84 Z23HWQBog3hg7G5B6iBRXw/edit#gid=731346993

2.2) Lightspeed, Magento or WooCommerce plugin

To avoid updating information manually you can use our plug-ins. You can:

- Upload new products automatically
- Benefit from easy automated product synchronization with vidaXL
- Benefit from automated vidaXL stock and price updates

Please note: the plugin can **only** be used for your webshop.

Referral links:	
vidaXL	https://dropshipping.vidaxl.com/new sletter/3-best-dropshipping-plugins/
Lightspeed (only in Dutch)	https://www.lightspeedhq.nl/ecomm erce/store/apps/vidaxl-dropshipping/
Magento	https://www.webshopimporter.com/s hop/english-products/vidaXL- dropshipment-connector-for- magento-p-y/
WooCommerce (free for 7 days)	https://www.woosa.nl/product/vidaxl -woocommerce-plugin/

3) Payment methods

#	Торіс	Page
3.1	Top-up by bank transfer/PayPal/credit card	12
3.2	Direct payment with PayPal/credit card	15

3.1) Top-up by bank transfer/PayPal /credit card

Wallet is a payment method developed by vidaXL. It makes the payment process convenient. There are three available methods for adding credit to your wallet.

- 1) Bank transfer
- 2) PayPal
- 3) Credit card

3.1) Top-up by bank transfer/PayPal/credit card

1) Bank transfer

- Click on: PURCHASE CREDIT
- Link: <u>https://b2b.vidaxl.com/pages/7-purchase-credit</u>
- You can purchase any amount of credit via bank transfer. After paying, send the screenshot/proof of payment to dropshipment@vidaxl.com. Once we receive the confirmation, the amount will be add to your wallet within 2 working days.



3.1) Top-up by bank transfer/PayPal /credit card

2) PayPal

3) Credit card

Click on: TOP-UP

- Link: <u>https://b2b.vidaxl.com/customer_payments/new</u>
- You can top up any amount via PayPal/ credit note. This amount will be added to your wallet automatically.

	🜱 QUICK ORDER 🛛 🐣	AXEL WINNER -
		€0.00]
PURCHASE CREDIT	CONTACT US	
	SEARCH	Q
Торир	·	
€100.00	*	
€100.00 €500.00 €3,000.00		
Credit Card_PS_Int_EUR		
Paypal vidaXL int. B.V.		
Paypal vidaXL int. B.V. Payment Details VISA		
Paypal vidaXL Int. B.V. Payment Details VISA CARD NUMBER		
Payment Details CARD NUMBER Card Number		
Paypal vidaXL Int. B.V. Payment Details VISA CARD NUMBER Card Number EXPIRATION DATE	CV CODE	
Paypal vidaXL Int. B.V. Payment Details CARD NUMBER Card Number EXPIRATION DATE MM / YY	CV CODE	

* This example is only applicable to drop-shippers who make transactions with Euros

3.2) Direct payment with PayPal/Credit card

If you don't want to use Wallet, you can choose to pay for your order with PayPal/Credit card.

You can find more details regarding this process on the following pages.

Please note: If you use direct payment and pay orders with different delivery addresses, you are not able to pay. PayPal will show "no taken" error. You can also pay by credit/debit card if your cards link to PayPal.



Payment Details			
CARD NUMBER			
Card Number			=
EXPIRATION DATE		CV CODE	
MM / YY		CVV	
	USE CARD		

4) Order placement

#	Торіс	Page
4.1	Notes on submitting an order address	17
4.2	Single order placement	18
4.3	Bulk order import	19
4.4	Automatic placement: Lightspeed, Magento, WooCommerce plugin	23
4.5	Order API	24

4.1) Notes on submitting an order address

1. Fields "address 1" and "address 2" can only recognize up to **35 characters** each. Please pay attention to this when inputting an address.

2. If the address contains a **house number**, this must be submitted into field "**address 1**".

3. The zip code must conform to the **zip code format** of the selling country, otherwise the order cannot be placed.

4. **Province information is required** for every order. If the address does not contain a province, then please submit city information instead.

4.2) Single order placement

It's like purchasing products on a webshop. The steps are:

- 1. Search for the SKU/items you want to purchase
- Fill in the order information: customer name, delivery address, quantity, etc.
- 3. Click on: ADD TO ORDER
- 4. Confirm order information by clicking on: NEXT
- 5. Pay for the order. There are 3 available payment options:
 - 1. If you have sufficient balance in your account, you can use *Wallet* to pay for the order.
 - 2. You can pay for the order via PayPal.
 - 3. Lastly, you can pay for your order with your Credit Card
- 6. Click on **SEND ORDER** to finish the order.



Save time, when you purchase products through bulk order import.

- Download sample. Click on: IMPORT ORDERS > Sample file import
- Fill in the necessary information, then click on:
 IMPORT AND PREVIEW

DER HISTORY		UNSUBMITTED ORDERS
URCHASE CREDIT	CONTACT US	
Add the Excel file v The columns requ order_reference,or Sample file impo Choose File	with your orders details an ired are the following: rder_comments,product_c ort	, id submit. :ode,quantity,address,address2,province,city,(

For the import template, please note the following:

- Columns in yellow are mandatory. Order reference will serve as your internal order id.
- ✓ If your order contains more than 1 SKU, you can split the order into 2 or more lines.

order_re	order	product_	quantity	address	addres	sprovince	city	country	post	aı,	phone	name	commen	ts
b2c_99	-	CODE99	5	Hobbema	straat	19	Amst	NL	1071	Х	313391	Luca	Please	ca
b2c_99	-	CODE8123	10	Hobbema	straat	19	Amst	NL	1071	Х	313391	Luca	Please	ca
b2c_100	-	CODE 99	5	16 Picc	adilly		Lond	GB	W1J	OD	442019	Max 1	Contac	tJ
b2c_100	-	CODE8123	10	16 Picc	adilly		Lond	GB	W1J	OD	442019	Max 1	Contac	tJ
b2c_100	-	CODE1423	10	16 Picc	adilly		Lond	GB	W1J	OD	442019	Max 1	Contac	t J

Please note: when splitting the order you need to make sure that all the necessary information is the same, with the exception of its *SKU(product_code)*.

Choose the file you filled in

- To finish uploading, click on:
 IMPORT AND PREVIEW
- To confirm and pay for your orders, click on: UNSUBMITTED ORDERS



Bulk order import offers 2 payment options:

- You can use *Wallet* to pay for the order provided you have sufficient balance on your account.
 Select All > CONFIRM
- You can pay for individual orders within bulk order import via PayPal/ credit card/Wallet: REVIEW & CONFIRM





4.4) Automatic placement: Lightspeed, Magento & WooCommerce

Our Lightspeed, Magento and plugin feature, gives you the opportunity to place your orders automatically. More details:

• Lightspeed:

https://www.lightspeedhq.nl/ecommerce/store/apps/vidaxl-dropshipping/

• Magento:

https://www.webshopimporter.com/shop/english-products/vidaXLdropshipment-connector-for-magento-p-y/

WooCommerce: <u>https://www.woosa.com/software/vidaxl-</u>

dropshipping-woocommerce-plugin/





Benefit from the ultimate convenience of auto-order connection by connecting to our API.

For more information, click on this link:

https://b2b.vidaxl.com/pages/8-api



5) Order management

#	Торіс	Page
5.1	Order interface	26
5.2	Delivery	27



5.2) Delivery time

Our delivery time is updated according to our warehouse

status. You can check it here:

https://b2b.vidaxl.com/pages/14-delivery-information

- Latest delivery info
- List of zip codes we do not ship to
- Arrangement for holidays

6) Customer care management

#	Торіс	Page
6.1	Points worth noting	29
6.2	Two contacts for customer care	30

6.1) Points worth noting

Here's what you'll need to know:

- Services will **only** be provided in the English language.
- We are <u>not</u> providing services to the direct customer. Kindly refrain from forwarding your customer emails to vidaXL and vice versa.
- We have pre-sales and after-sales customer service teams.
 They will assist you by answering your questions. Please contact the correct team (contact details are available on the next page).

6.2) Two contacts for customer care

Seller Support Team

Email: <u>dropshipment@vidaxl.com</u>

You can ask questions regarding:

- Account registration
- Billing
- Invoice & Credit note
- Top-up & Payment
- Request/Cancel an account
- Stock

Customer Service Team

Email: <u>B2Bservice@vidaxl.com</u>

Chat: Available for order-related emergencies: (1)
 order cancelations and (2) address changes.
 <u>https://dropshipping.vidaxl.com/customer-service-procedure/</u>

You can ask questions regarding:

- Product Information
- Order status
- Deliveries
- Returns
- Damaged products
- refunds

7) Finance and accounting

#	Торіс	Page
7.1	Invoice download	32
7.2	Balance and refund check	33

7.1) Invoice download

We support 4 types of invoice downloading methods:

1. Click on: ORDER HISTORY > Invoice.pdf (invoice)

2. Click on: **ORDER HISTORY > EXPORT** find the invoice link in your downloads folder labelled as "Invoice".

3. Click on: 'Export Invoices' and find the invoice link in your download folder labelled as "Invoice"

4. Gat access to invoice API: <u>https://b2b.vidaxl.com/pages/8-api</u>

Note: we are unable to provide invoices for cancelled orders.



Q 418475

Q 418474

Q 416712

7.2) Balance and refund check

To check your account balance and refund information,

click on: MY ACCOUNT > PAYMENTS

Check your account balance

✓ Find refund details

✓ Download all payment information

đ	RETURN TO CUSTO	MERS LIST	ORDER	HISTORY 🏷	UNSUBMITTED ORDERS	+ TOP-UP	ouick order	AXEL WINNER
								MY ACCOUNT IMPORT ORDERS
MERS	ERVICE SUBSCRI	PTION FEE C	CATALOGUE	SIGN-UP	PRCING FAQ P	URCHASE CREDIT	CONTACT US	Q
•	You are our	rently browsing	products a tails	nd placing order	5 83			
, ,	Edit cu	stomer	detail	s				
, ,	CHANGE F	ASSWORD DETAILS BIL	LING E	MAIL SETTINGS	LANGUAGE PAYN	SECURI	rr	
A T L	wailable balanci otal paid: .ast order paid v	e: vith balance:			Ļ	🕂 ТОР-ИР	EXPORT ALL	PAYMENTS
	Date	Amount			Referenc	e 1	Reference 2	1
	27/12/2018	€36.43	EUR	Refund-Orde	r			
_	25/12/2018	€10.00	EUR	Refund-Orde	łr			

8) AU Postage Instructions

#	Торіс	Page
8.1	AU postage table	35-37
	AU Postage Instructions	38

Region	Base fee	KG fee	Zip code
			0200,2264-2265,2267,2278,2280-2287,2289-2300,2302-2312,2314-2331,2333-2348,2350-
			2361,2365,2369-2372,2379-2382,2386-2388,2390,2395-2406,2408-2411,2415,2420-2431,2439-
NSW Regional	15.32	0.64	2450,2452-2456,2460,2462-2466,2469-2490,2533-2541,2545-2546,2548-2551,2575-
			2588,2590,2594,2600-2612,2614-2633,2640-2647,2649-2653,2655-2656,2658-2661,2663,2665-
			2666,2668-2669,2671-2672,2675,2678,2680-2681,2700-2703,2705-2708,2710-2714,2716,2720-
			2722,2725-2727,2729-2730,2787,2790-2795,2797-2800,2803-2810,2817-2818,2820-2836,2838-
			2840,2842-2850,2852,2864-2871,2873-2879,2891,2898-2906,2911-2914
			1021-1022,1025-1030,1045,1100-1101,1117-1118,1120-1121,1123-1125,1128-1129,1135-
			1136,1140-1142,1155,1161,1169-1174,1176-
		0	1177,1186,1190,1201,1205,1207,1215,1220,1225,1230-1231,1235,1239-
	0		1240,1291,1300,1314,1335,1340,1350,1355,1360,1401,1419-1420,1435,1440,
Sydney Metropolitan			1445,1450,1455,1460,1465-1466,1470,1475,1480-1481,
			1484,1485,1490,1493,1495,1499,1515,1560,1565,1570,1585,1590,1595,1602,1630,1635,1640,1
			655,1660,1670,1675,1680,1685,1700,1710,1715,1730,1750,1755,1765,1781,1790,1800,1805,18
			11,1825,1831,1835,1851,1860,1871,1875,1885,1890-1891,2000-2002,2004,2006-2012,2015-
			2050,2052,2055,2057-2077,2079-2097,2099-2148,2150-2168,2170-2179,2190-2200,2203-
			2214,2216-2234,2250-2252,2256-2263,2500,2502,2505-2506,2508,2515-2520,2522,2525-
			2530,2555-2560,2563-2574,2745,2747-2763,2765-2770,2773-2780,2782-2786,2890
NSW Border Cities	10.48	0.64	2648,2715,2717,2731-2739,2880
			3000-3004,3006,3008,3010-3013,3015-3016,3018-3034,3036-3068,3070-3076,3078-3079,3081-
			3091,3093-3097,3099,3101-3109,3111,3113-3116,3121-3156,3158-3202,3204-3207,3211-
Melbourne Metropolitan	0	0	3220,3335,3337-3338,3340-3341,3427-3435,3437-3438,3440-3442,3750-3767,3770,3775,3777-
	~		3779,3781-3783,3785-3789,3791-3793,3795-3797,3799-3800,3802-3810,3910-3913,3915-
			3916,3918-3920,3926-3931,3933-3934,3936-3944,3975-3978,3980-3981,8001-
			8012,8045,8051,8066,8069-8071,8102,8107,8111,8120,8205,8511

Region	Base fee	KG fee	Zip code
Brisbane and Gold Coast	0	0	4000-4014,4017-4022,4025,4029-4032,4034-4037,4051,4053-4055,4059-4061,4064-4070,4072- 4078,4101-4125,4127-4133,4151-4161,4163-4165,4169-4174,4178-4179,4183-4184,4205,4207- 4230,4270-4272,4275,4280,4285,4287,4500-4512,4514-4521,9000-9002,9005,9007,9009- 9010,9013,9015,9464,9726
Ipswich Toowoomba SW Queensland	4.21	0.64	4300-4301,4303-4307,4309-4313,4340-4347,4350,4352-4365,4370-4378,4380-4385,4387- 4388,4390,4400-4408,4410-4413,4415-4428,4550-4575,4580-4581,4600-4601,4605-4606,4608,4610- 4615,4620-4621,4625-4627,4630,4650,4655,4659-4660,4662,4670-4671,4673-4674,4676- 4678,4680,4694-4695,4697,4699,9600
Central and Western Queensland	8.92	0.82	4454-4455,4461-4462,4465,4467-4468,4470-4472,4474-4475,4477-4482,4486-4494,4496-4498,4700- 4707,4709-4728,4730-4733,4735-4746,4750-4751,4753-4754,4756-4757,4798-4800,4802-4805
North Queensland	27.49	1.16	4806-4825,4828-4830,4849-4850,4852,4854-4861,4865,4868-4888,4890-4892,4895
Adelaide Metropolitan	3.85	0.64	5000-5001,5005-5025,5031-5035,5037-5052,5061-5076,5081-5098,5106-5118,5120-5121,5125- 5127,5131-5134,5136-5142,5144,5150-5174,5800,5810,5839,5942,5950
Victoria Regional	6.28	0.64	3221-3228,3230-3243,3249-3251,3254,3260,3264-3287,3289,3292-3294,3300-3305,3309-3312,3314- 3315,3317-3319,3321-3325,3328-3334,3342,3345,3350-3358,3360-3361,3363-3364,3370-3371,3373- 3375,3377-3381,3384-3385,3387-3388,3390-3393,3395-3396,3400-3402,3407,3409,3412-3415,3418- 3420,3423-3424,3444,3446-3448,3450-3451,3453,3458,3460-3465,3467-3469,3472,3475,3477- 3478,3480,3482-3483,3485,3487-3491,3494,3496,3498,3500-3502,3505-3507,3509,3512,3515- 3518,3520-3523,3525,3527,3529-3531,3533,3537,3540,3542,3544,3546,3549-3552,3554-3559,3561- 3568,3570-3573,3575-3576,3579-3581,3583-3586,3588-3591,3594-3597,3599,3607- 3608,3610,3612,3614,3616-3624,3629-3641,3643-3644,3646-3647,3649,3658-3666,3669-3673,3675- 3678,3682-3683,3685,3687-3691,3694-3695,3697-3701,3704-3705,3707-3709,3711-3715,3717- 3720,3722-3728,3730,3732-3733,3735-3741,3744,3746-3747,3749,3812-3816,3818,3820-3825,3831- 3833,3835,3840-3842,3844,3847,3850-3854,3856-3860,3862,3864-3865,3869-3871,3873- 3875,3878,3880,3882,3885-3893,3895-3896,3898,3900,3902-3904,3909,3921-3923,3925,3945- 3946,3950-3951,3953-3954,3956-3960,3962,3964-3967,3971,3979,3984,3987-3988,3990-3992,3995, 3996

Region	Base fee	KG fee	Zip code
Regional SA and Broken Hill	17.05	0.64	5201-5204,5210-5214,5220-5223,5231-5238,5240-5245,5250-5256,5259-5273,5275-5280,5290- 5291,5301-5304,5306-5311,5320-5322,5330-5333,5340-5346,5350-5357,5360,5371-5374,5381,5400- 5401,5410-5422,5431-5434,5440,5451-5455,5460-5462,5464,5470-5473,5480-5483,5485,5490- 5491,5493,5495,5501-5502,5510,5520-5523,5540,5550,5552,5554-5556,5558,5560,5570-5573,5575- 5577,5580-5583,5600-5609,5611,5630-5633,5640-5642,5650-5655,5660-5661,5670- 5671,5680,5690,5700-5701,5710,5713,5715,5717,5719-5720,5722-5725,5730-5734
Perth Metropolitan	4.47	0.88	6000-6001,6003-6012,6014-6038,6041-6044,6050-6074,6076-6079,6081-6084,6090,6100-6112,6121- 6126,6147-6176,6180-6182,6207-6211,6213-6214,6800,6809,6827,6830-6831,6837- 6850,6865,6872,6892,6900-6907,6909-6926,6929,6931-6936,6939,6941-6947,6951-6961,6963- 6970,6979,6981-6992,6997
Tasmania	15.84	1.8	7000-7999
Northern Territory	20	2.5	0800-0899
WA Southern and Central Regional	19.42	1.06	6215,6218,6220-6221,6223-6233,6236-6237,6239-6240,6243-6244,6251- 6256,6258,6260,6262,6271,6275,6280-6282,6284-6286,6288,6290,6302,6304,6306,6308-6309,6311- 6313,6315-6318,6320-6324,6326-6328,6330-6333,6335-6338,6341,6343,6346,6348,6350-6353,6355- 6359,6361,6363,6365,6367-6370,6372-6373,6375,6383-6386,6390-6398,6401,6403,6405,6407,6409- 6415,6418-6434,6436-6438,6440,6442-6443,6445-6448,6450,6452,6460-6463,6465-6468,6470,6472- 6473,6475-6477,6479-6480,6484-6485,6487-6490,6501-6507,6509-6519,6521-6522,6525,6528,6530- 6532,6535-6537,6556,6558,6560,6562,6564,6566-6569,6571-6572,6574-6575,6603,6605-6606,6608- 6609,6612-6614,6616,6620,6623,6625,6627-6628,6630-6632,6635,6638-6640,6642,6646
WA Northern Regional	27.35	1.64	6701,6705,6707,6710-6714,6716,6718,6720-6722,6725-6726,6728,6731,6733,6740,6743,6751,6753- 6754,6758,6760,6762,6765,6770,6798-6799



How does the AU Postage table work?

- The <u>AU postage table</u> is available on page 35-37 of this document. Note: Sydney Metropolitan, Melbourne Metropolitan, Brisbane and Gold Coast have free shipping.
- B2B shipping fees are based on the logistic weight of each product, a product's logistic weight can be found in the feed.
- How to use the table: (1) gather the logistic weight of one product and zip code, (2) go to the AU postage table (p.35-37) and use the given Base fee and KG fee to calculate the final B2B shipping fee.
- Formula: B2B shipping fee= Base fee + Logistic weight found in B2B feed* KG fee
- The given formula can be used by your IT team to develop a system that will assist you in calculating the shipping fee for every order.
- Note: (1) AU Shipping cost includes TAX (2) We calculate the shipping fee of each item separately, then add them up.



2 Example

• If you have an order for **SKU 140752** and it is to be sent to zip code <u>2265</u>, first find the product's logistic weight in the feed, which is **43** in this case.



- Find the zip code based on region <u>NSW Regional</u>in this example the zip code is **2265**.
- To calculate the shipping fee your will need to make use of the Base fee is <u>15.32</u> and KG fee is <u>0.64</u> and multiply it by the product's logistic weight. Using the collected details the shipping fee is <u>15.32+0.64*43=</u>**42.84**

Region	Base fee	KG fee	Zip code
NSW Regional	15.32	0.64	0200,2264-2265,2267,2278,2280-2287,2289-2300,2302-2312,2314-2331,2333-2348,2350- 2361,2365,2369-2372,2379-2382,2386-2388,2390,2395-2406,2408-2411,2415,2420-2431,2439- 2450,2452-2456,2460,2462-2466,2469-2490,2533-2541,2545-2546,2548-2551,2575- 2588,2590,2594,2600-2612,2614-2633,2640-2647,2649-2653,2655-2656,2658-2661,2663,2665- 2666,2668-2669,2671-2672,2675,2678,2680-2681,2700-2703,2705-2708,2710-2714,2716,2720- 2722,2725-2727,2729-2730,2787,2790-2795,2797-2800,2803-2810,2817-2818,2820-2836,2838- 2840,2842-2850,2852,2864-2871,2873-2879,2891,2898-2906,2911-2914
			1021-1022,1025-1030,1045,1100-1101,1117-1118,1120-1121,1123-1125,1128-1129,1135- 1136.1140-1142.1155.1161.1169-1174.1176-

9) Copyright regulations

#	Торіс	Page
9.1	Copyright regulations	41

9.1) Copyright regulations

Sellers are permitted to use visual materials provided by vidaXL.

• This excludes the use of banners, warehouse images, images of warehouse staff and other materials depicting vidaXL's property.

If vidaXL's copyright and brand infringement policy is violated, vidaXL reserves the right to:

- Request a change in the logo that the seller is using
- Request a change in the name the seller is using
- Request to remove images that depicts vidaXL's property and employees

Should any right infringements occur, vidaXL reserves the right to take legal action, if a legal case is open and the reseller refuses to make the requested changes, vidaXL has the right to terminate the partnership and have the seller removed from external marketplaces and sales channels.

Note: we require every drop-shipper selling on Amazon to register shop name and seller ID. Kindly send them to b2bperformance@vidaxl.com to avoid any complaints from us on Amazon.