brandsdistribution.com }

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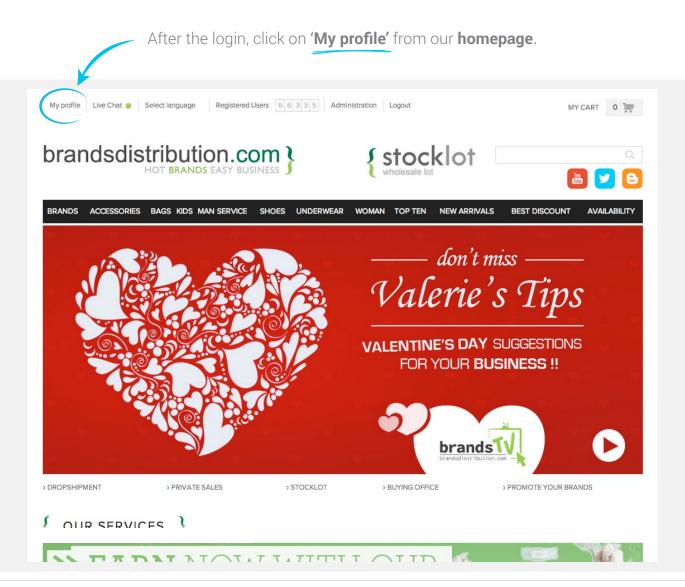
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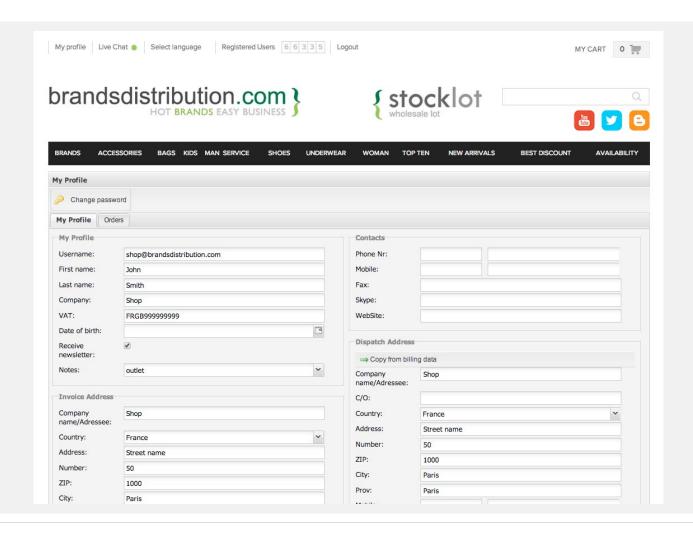
RETURN PROCEDURE

BASIC INFORMATION



BASIC INFORMATION

On your profile you can find and update all your contact details.



BASIC INFORMATION

By selecting the tab 'orders', you will see the history of your orders.

What the status of your orders means

Pending

You are making an order. It is important to confirm the order in the end as the lifetime of the pending order is 30 min. In case the order is not confirmed, it will be cancelled automatically after 30 min.

Booked

This means that you have confirmed the order. It is always possible to edit the order to add articles or quantities (will be explained further on).

Confirmed

Payment has arrived and the order has been confirmed.

Working on

The order is in preparation in our ware house and will be ready for shipment or to be collect within 24-48h.

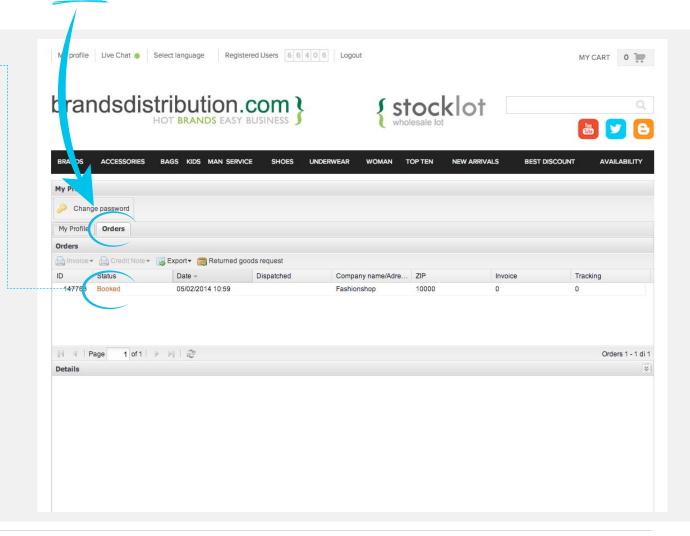
Ready

Order is ready for shipment or pick up.

Dispatched

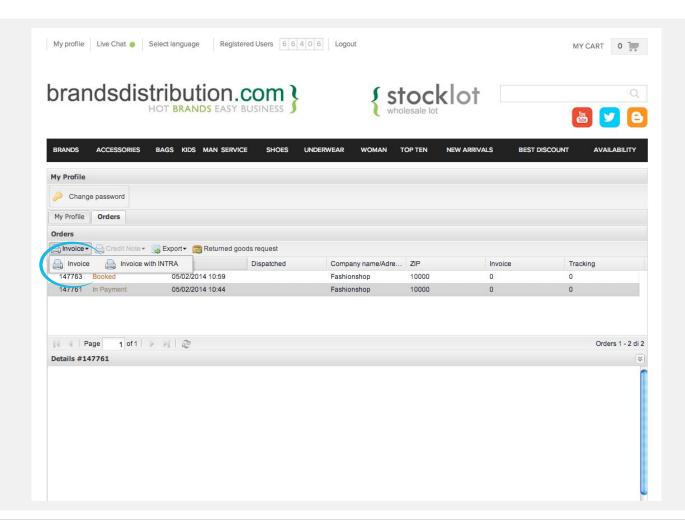
Order has been shipped or picked up. At this point you can download the invoices or related credit notes by selecting the row of the order and to select 'invoice' or 'credit note' (screenshot).

If the order has been shipped, you can follow the status by selecting **'tracking'**



BASIC INFORMATION

By selecting the order you can download all the related documents (invoice, credit notes)



START SELLING





Download the **dropshipping file** of the brand, in the format you prefer (csv, xml or xls)

This file contains the material to organize your sales campaings: product codes, weights, descriptions, professional high definition pictures, RRP and our selling price. **There is no limit to download!**



Graphic material to boost your sales will be given to you



Now you can start with your online sales

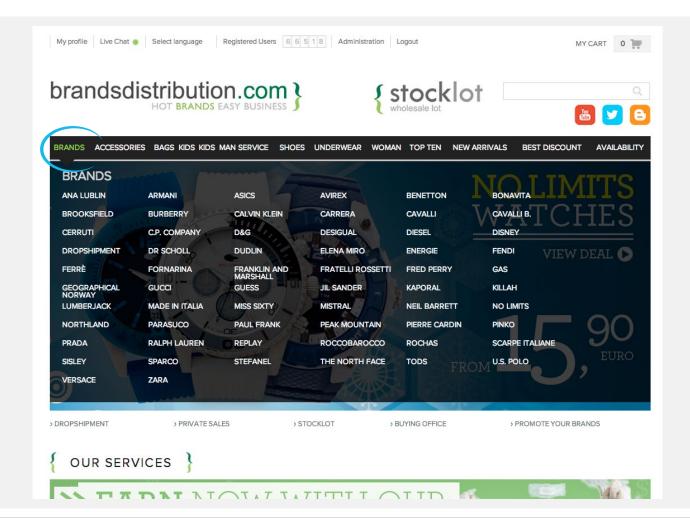


Once you have sold the products, you can start uploading the orders

UPLOADING OF ORDER

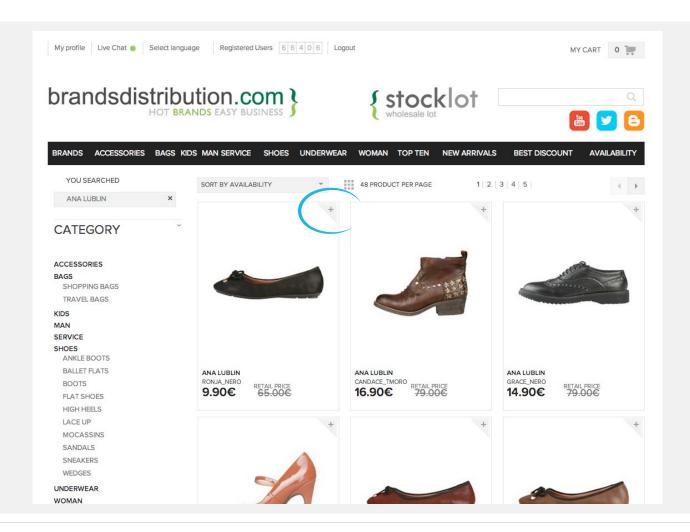
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Select the brand from our list



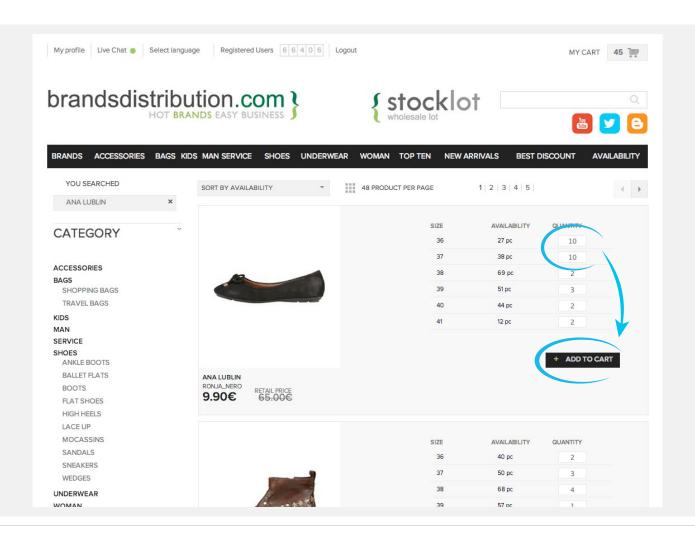
UPLOADING OF ORDER

By clicking on the +, you will find the available quantities of the product



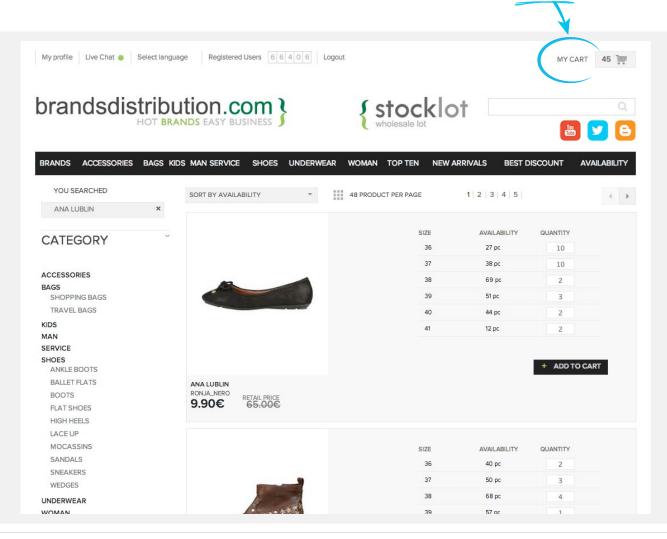
UPLOADING OF ORDER

Add the quantities and click on 'add to cart' for each product



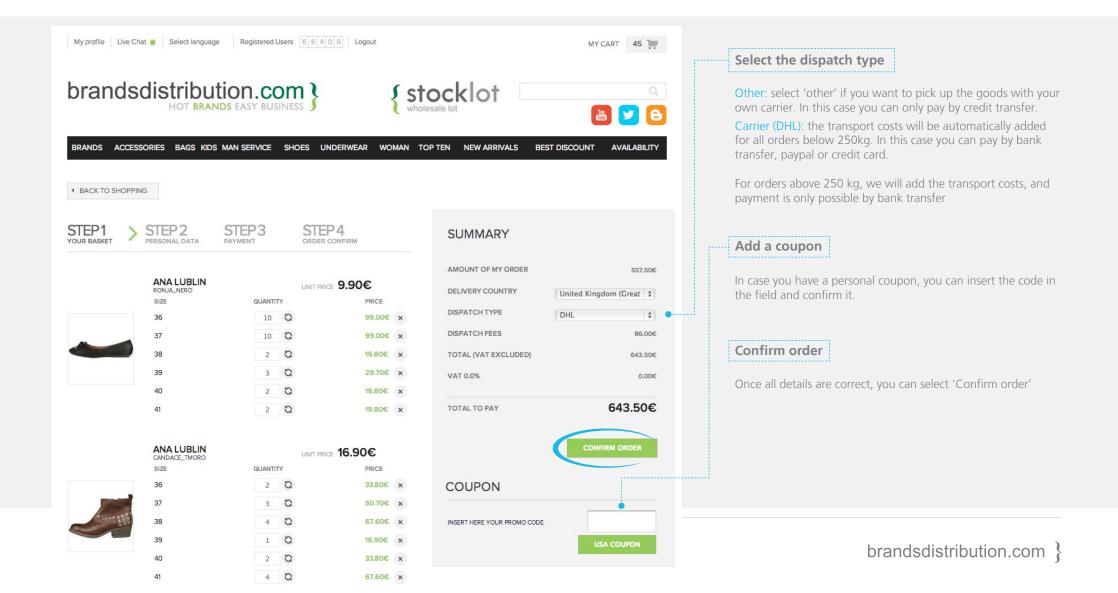
UPLOADING OF ORDER

Once you have loaded all the articles of the order, click on 'my cart'



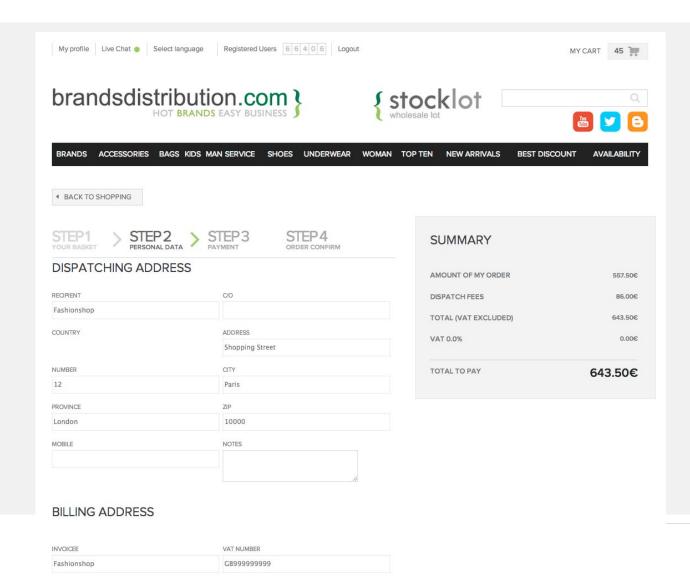
UPLOADING OF ORDER

Step 1 - Your basket





Step 2 - Personal Information



Fill in correctly all your dispatch and billing details.

ATTENTION!

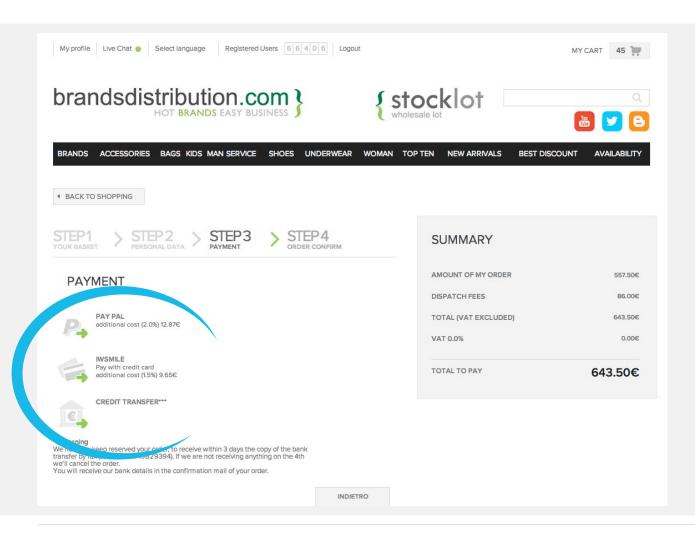
In case you have to ship to your final customers, make sure to enter **their** dispatch details. Billing information instead is yours.

Continue

Once all details are correct, you can select 'continue'.

UPLOADING OF ORDER

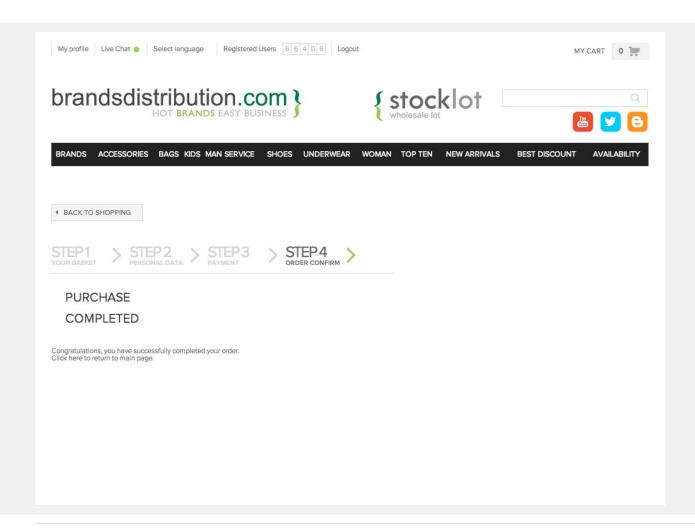
Step 3 - Payment



Select and confirm the payment method:

UPLOADING OF ORDER

Step 4 - Order Confirmation



Order booked

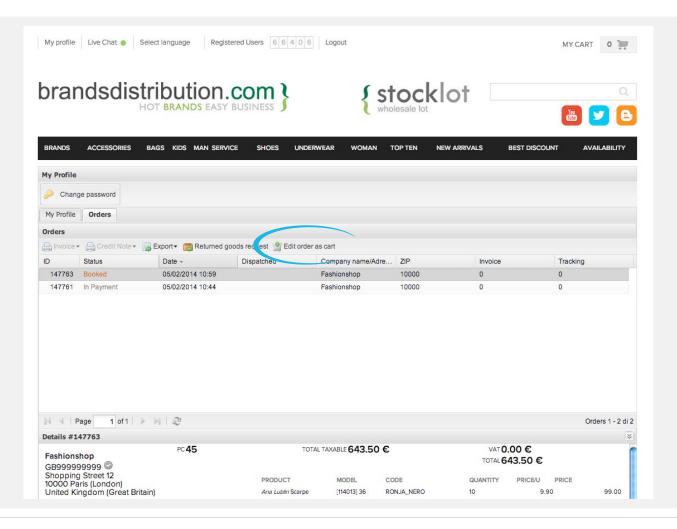
At this point, the order is booked and you can go back to shopping. You will receive a confirmation e-mail with all necessary payment information.

When payment is received, we will prepare the goods to ship them.

EDIT ORDER

Should you want to edit the order,

go on 'your profile' > 'orders' > select the order you want to modify



TERMS AND CONDITIONS

- Dropshipment has a monthly fee of € 400 + VAT. The service will be activated for 30 days at the receipt of payment. The dropshipment service is not refundable. You will receive notification for renewal of the service.
- All booked orders are considered reserved, but will not be prepared for shipment until receipt of payment via bank transfer, credit card (1,5% extra charge) or paypal (2% extra charge)
- There is no minimum order, only for partner products the minimum order is € 400
- Orders will be processed and shipped within 3 days of receipt of payment with DHL. In case you want to pick up with your own carrier, we will inform you regarding the dimensions of pick up.
- Privacy policy: Registration is mandatory for access to our website. IDT srl undertakes to guarantee that the data supplied by clients will be treated in strictest confidence by authorized personnel only.
- Should customers wish to cancel their registration, they may do so by contacting our customer services who will process the request within 48 hours.

The registration form requires a company's VAT number to be included pursuant to the following Articles:

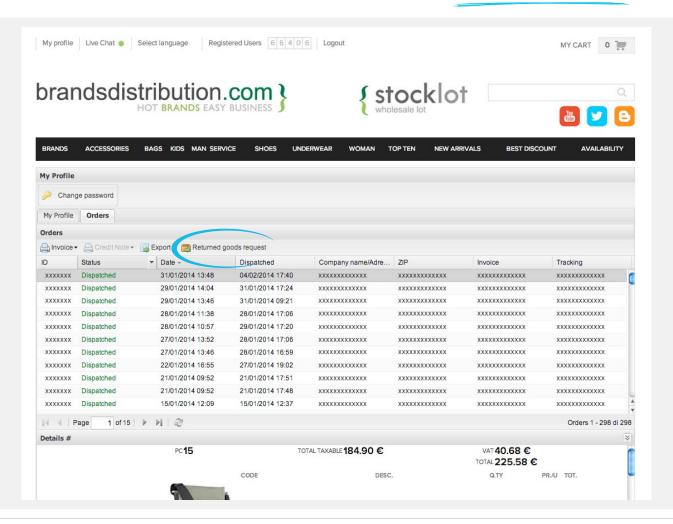
- VAT 22% National rate
- VAT EXEMPT pursuant to Art. 8(c) regular exporters (insert reference number of the letter of intent received and registered)
- VAT EXEMPT pursuant to Art. 41 (for the EU)
- VAT EXEMPT pursuant to Art. 8(a) (outside the EU)
- VAT EXEMPT Article 58 (on triangulation)
- VAT EXEMPT Article 2 (on discounts)

For the clients who fall within one these categories and who do not insert their VAT number on the registration form, the National VAT rate of 22% will be automatically charged on each order.

 Returns request: generally: All returns are accepted without additional costs within 20 days from the delivery date. In case of failed/damaged items, send a clear picture with article code to: dropshipment@brandsdistribution.com

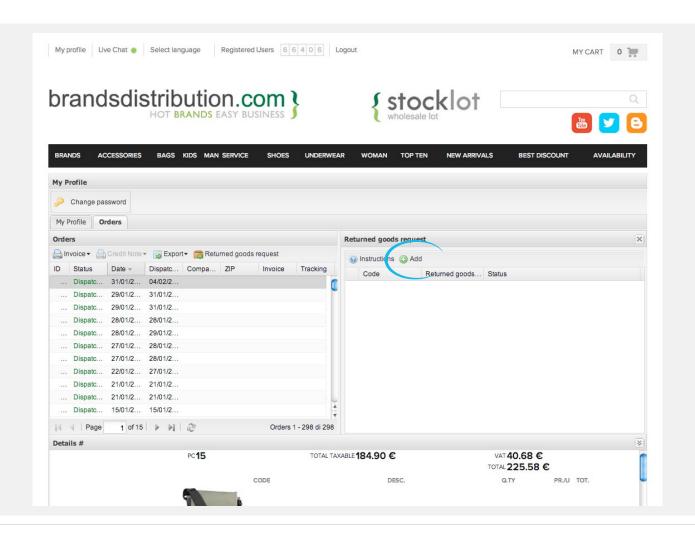
RETURN PROCEDURE

To send a return request go to 'your profile' > 'orders' > select the order that contains damaged article > click on **'returned goods request'**



RETURN PROCEDURE

Click on 'add' to select the code of the damaged product.



RETURN PROCEDURE

Enter the motivation and eventual notes then click on 'save'

