

Shipping Policies

Sellers must not send customers emails regarding shipping updates on their orders.

Seller must use sustainable packaging material for shipping their products as per seller code of conduct principles.

Promptly after shipment of a customer's order (or any portion of the customer's order), Seller will accurately inform Qizaa.com that the order has been shipped (and, in the case of a customer order that is shipped in more than one shipment, accurately inform Qizaa.com which portion of the order has been shipped), using the standard functionality made available for communicating such information.

If a seller fails to provide Confirmation of Shipment within 72 hours after the last date of estimated ship date, Qizaa.com may in its sole discretion cancel (and/or direct seller to stop and/or cancel) any such seller transaction, and the seller will stop and/or cancel any such seller transaction upon such request by Qizaa. Further, sellers will be charged 70% of the referral fee (if cancelled on or before Estimated shipping date) / 90% of referral fee (if cancelled after Estimated shipping date) of the value of items in an order as *Cancellation Charges* that is cancelled under the following scenarios:

1. Order is cancelled by the seller for any reason other than buyer request (Only cancellations requested by buyers through the Qizaa website are considered buyer requested cancellations and will be exempted from Cancellation Charge).

2. Order is cancelled automatically by Qizaa because the seller has not confirmed shipment of the order within 72 hours of the Estimated Ship Date.

To avoid Cancellation Charges, it is recommended for sellers to keep an inventory check on their product listings and update them as necessary to avoid orders being placed that cannot be fulfilled. Additionally, sellers must ship out the orders within the required timeline set by them on the product listings as the estimated shipping date. The cancellation charges rates are the standard rates that apply to the sellers but can be lower under special conditions. Sellers must be aware, that any attempts to avoid paying any applicable fines and charges are considered misconduct and could lead to your account being suspended and/or terminated.

Dropshipping Policy-

Dropshipping or allowing a third party to fulfil orders to customers on your behalf is generally acceptable. If you intend to fulfil orders using a drop shipper, you must always:

- Be the seller of record of your products.
- Identify yourself as the seller of your products on all packing slips and other information included or provided in connection with them.
- Be responsible for accepting and processing customer returns of your products
- Comply with all other terms of your seller agreement and applicable Qizaa policies.

Dropshipping is not permitted if your orders are shipped with packing slips, invoices, or other information indicating a seller's name or contact information other than your own.

Failure to comply with these requirements may result in the suspension or removal of your selling privileges.

The above terms and conditions are hereby incorporated into the Seller Agreement, and to the extent that any of the above terms and conditions are inconsistent with the Seller Agreement, the Seller Agreement is hereby amended as necessary to be consistent with the above terms and conditions.