

Payment Policy @ ShopClues

Frequently Asked Questions

How frequently do you make payments to merchants/sellers?

The payments are made on each Friday for the orders sold at ShopClues.com a week prior to that Friday i.e. in this Friday's payment cycle you will get paid for the items sold a week prior.

Why I am not getting paid for all the items sold last week during this Friday payment cycle?

Payments are made only for those items that have been delivered to customers and have reached to complete order status at ShopClues.com. Orders that have not reached to customers or have been cancelled or returned before the current payment cycles are not paid during the current Friday payment cycle.

Do I pay for shipping for the items that have been returned?

Please note that you will be responsible for forward and reverse shipping for all the items that are returned by customers because of – wrong size, wrong color, wrong description, wrong quantity, manufacturing defects, missing parts/accessories, and or materially different from product listing

Who is responsible for the COD items that are coming back unclaimed from buyers?

Please note that you will be responsible for forward and reverse shipping for all the COD items that are not claimed by the buyers.

If I am paying for both forward and reverse shipping, why should I opt for CoD?

There are about 15 crore Internet users in India but only 2 to 3 crore of them way to make electronic payment for their online purchase. Rest of the Internet users rely on Cash on Delivery (CoD) for their online purchase. As per our analysis you as a seller can generate much more volume with CoD. We also believe that the higher volume can offset the cost you incur on some of the CoD items coming back.

When do I get the items back that have been returned by the customers or the unclaimed COD orders?

The returned items will be handed over to you twice a month.

Why the amount I receive is less than the revenue I generated at ShopClues last week?

The adjustments caused by returned items, cancelled orders or wrong orders etc will be done twice a month and your weekly payments will be adjusted downward for those adjustments.

Thanks,

Billing & Payment Department
ShopClues.com