

These are the store policies for sellers on the Setuu platform (www.setuupro.com)

Fee Structure: Sellers can list their pre-loved clothes/products on Setuu at a fee of 20% of the final sale price. Payments to the seller will be made promptly.

Earnings: Sellers will receive 80% of the final sale price once the product is safely delivered to the buyer. The selling price of the product should include shipping costs.

Communication: Sellers are required to send product good quality images and videos via Instagram DM (setuupro), WhatsApp, or email (info@setuupro.com) or through google drive link. Additional details must be filled out in the forms provided on the website under the "Become Seller" tab. Sellers are advised to read all instructions carefully.

Payment Information: Sellers are required to share their mode of online payment for the sold product in the product description format itself.

Pricing Strategy: Sellers are encouraged to consider why buyers would choose their pre-owned product over a new one. Pricing should be competitive and reflect the value of pre-owned items, typically ranging from 70-80% of the original price for brand new and unused items, and 50% for others.

Product Listing: After getting the information, the product will be listed for sale on the platform.

Accurate Product Representation: Sellers must ensure that the product accurately matches its image, video, and description. www.Setuupro.com reserves the right to void the sale and return the product at the seller's cost if there are discrepancies.

Logistics: Sellers are responsible for the logistics of their products. This includes arranging pickup or shipping the product to the buyer. Any losses incurred due to faulty packaging or any other issues will be borne by the seller.

Shipping Process: After confirmation, sellers must ship the product to the buyer as earliest as possible with proper packaging. A packaging video is required.

Tracking Details: Sellers must share the tracking details with Setuu once the product has been shipped.

Product Availability and Condition Updates: If, for any reason, a seller's product becomes unavailable or is no longer in a condition to be sold after being listed on the Setuu platform, the seller is required to promptly inform the Setuu team. This notification should be made immediately upon discovering the unavailability or unsuitability of the product.

The purpose of this notification is to ensure that Setuu can take the necessary steps to suspend the listing from the website before any orders are placed. This proactive communication helps maintain the integrity of the platform and prevents customers from ordering products that are no longer available or suitable for sale.

Sellers are encouraged to keep their product listings accurate and up to date to provide a positive shopping experience for Setuu's customers. Failure to promptly notify the Setuu team about unavailability or unsuitability may result in consequences as outlined in the store policies.

Disclaimer: Setuu is an online platform, and it may check current prices of the product on other online platforms. If the price is lower elsewhere, Setuu may repost the product with lower price. Sellers must provide a packing video before shipping without which no dispute claims can be entertained.