

Common Sticking Points – Loblaw Marketplace Agreement

1

Shipping

Sellers are responsible for shipping from their warehouse, bearing the cost of shipping, and submitting tracking information to Loblaws on at least 99% of orders within two business days

2

Returns

Sellers must accept returns to their warehouse on all items for 60 days from the date of delivery and can apply a maximum 20% restocking fee if the returned product is open.

3

Fees

Sellers pay 20% per order and \$1.50 on refunded orders. Sellers cover the cost of return shipping if the return is the Seller's Fault (e.g., damaged or different than described)

4

Verification

Sellers must submit Verification Documents including a CANADIAN Bank Account and \$5Million General Liability Insurance Coverage with Loblaw as an additional insured.

Shipping – Specific Details at [Participant Policy](#)

Rationale: Online Shoppers are accustomed to a standard shipping model with free shipping options. To be competitive, we have standardized a model to the customer. Sellers are in control of their pricing.

Customer's Perspective

The Customer Shipping Fee is based on the mode of shipping selected by a customer:

Standard Shipping

- For orders **less than \$50**, the Customer Shipping Fee is **\$8**
- For orders **greater than \$50**, the Customer Shipping Fee is **FREE**.

Expedited Shipping

- The Customer Shipping Fee is determined by Loblaw for each individual seller, based on the origin and destination of the order, and the weight and dimensions of the products within the order

Seller's Perspective

Sellers must ship to the customer from their warehouse and submit tracking information on **at least 99% of orders** within **two business days**.

Standard Shipping

- For orders **less than \$50**, Sellers receive the **\$8** shipping fee, *split between sellers in the order*. So, if there are two sellers in an order for less than \$50, each Seller gets \$4 for Shipping.
- For orders **greater than \$50**, the customer gets **FREE SHIPPING**, and the Sellers in the order cover it.

Expedited Shipping

- Each Seller will receive the Customer Shipping Fee, based on the origin and destination of the order, and the weight and dimensions of the products within the order.

Returns – Specific Details at [Customer Experience Policy](#)

Sellers must accept returns to their warehouse on all items for 60 days from the date of delivery and can apply a maximum 20% restocking fee if the returned product is open.



Return Eligibility Categories

All at this time



Return Period

60 days from date of delivery



Customer Return Options

1. Print Label and ship to seller
2. Drop off at Loblaws



Return Shipping Costs

Loblaw pays return shipping if the reason for return is "Customer Fault"

Seller pays return shipping if the reason for return is "Seller Fault"

Apparel and Shoes = Seller always pays return shipping



Restocking Fees

Up to Max 20%

Fees – Specific Details at [Financial Policy](#)

Sellers pay 20% per order and \$1.50 on refunded orders. Sellers cover the cost of return shipping if the return is the Seller's Fault (e.g., damaged or different than described)

Seller Fee Schedule

- *Referral Fee* - The referral fee is 15% of Sales Proceeds, excluding Sales Taxes, and Customer Shipping Fees.
- *Marketing Fee* - The marketing fee is 5% of Sales Proceeds, excluding Sales Taxes, and Customer Shipping Fees.
- *Refund Admin Fee* - If one of Your Products is returned or refunded for any reason, you will be charged a \$1.50 refund administration fee.
- *Return Shipping Fee* - If one of Your Products is returned for any reason, you may be charged a return shipping fee if the reason for return is the Seller's Fault (e.g., damaged, different than described, etc.)

Verification – *Specific Details at [Loblaw Marketplace Agreement](#)*

Sellers must submit Verification Documents including a CANADIAN Bank Account and \$5Million General Liability Insurance Coverage with Loblaw as an additional insured.

Insurance

- You must supply Loblaw with evidence of a Commercial General Liability Insurance with limits not less than \$5,000,000 per occurrence with Loblaws listed as an additional insured.

Canadian Bank Account

- All Sellers on Loblaw Marketplace **MUST** have a Canadian Bank Account. Without a Canadian bank Account we cannot distribute funds to the Seller.