

htf SELLER COMMUNITY

SELLER NEWS | *November 2015*

Hi everyone,

With sales picking up day by day, we think it's safe to say that the Christmas rush is already upon us. With that in mind – especially given that it's only going to ramp up from here – we wanted to get a reminder stake in the ground early about maintaining the excellent customer service we pride ourselves on. By working together, we'll all get through Christmas as calmly and smoothly – and with as many sales to celebrate – as possible.

The hardtofind team



OUR RETURNS POLICY

We've had a few instances recently where some sellers haven't been happy to comply with our Returns Policy. Specifically, the way we handle returns for faulty items:

- If an item arrives faulty, we ask the customer to send us an image of the fault. In the case of a technical fault (which can't be viewed on an image), ***we assume the customer is telling the truth.*** As a seller on hardtofind, ***you give us the authority to determine this on your behalf.***
- If a fault has been established, we then offer the customer a replacement or a refund. ***Replacements are sent at the seller's expense.***
- In both instances, if the seller wants the faulty item returned to them they must send the customer a pre-paid post pack.

Please check back in with our Returns Policy [here](#) if there's anything you're unsure of.

RESPONDING TO OUR CUSTOMER SERVICE TEAM

Our Customer Service team is working hard to ensure that your customers are well looked after, so it's vital that they're able to reach you. If one of the team contacts you, please remember to respond to them straight away (and not after any number of calls or emails). If you don't get back to them within a reasonable timeframe, ***we'll have no choice but to hide your store from view.***

hardtofind.



YOUR OWN MARKETING MATERIAL

Please don't include your own marketing material in your hardtofind orders. The only branding on/in your parcels should be the hardtofind packing slips (which you can download and print from your store admin) and the co-branded hardtofind stickers (which many of you have ordered and are on the way). We are in the process of setting up a 'seller store' so you can purchase more hardtofind-branded packing material such as stickers, 'thank you' and 'for you' cards for gifts etc. More info about this to come shortly.

DELAYED DELIVERY

Please remember all orders need to be dispatched and marked as shipped within the time frame on your dispatch note i.e. if you promise to dispatch within 2 business days, please actually do so. If you're not sending items out on time, *we'll have to hide your store until you've fulfilled all of your outstanding orders.*

PUBLISHING YOUR PRODUCTS

So we can publish your products quickly, please remember to fill in any size/dimensions/material/care instructions fields where they apply. We want them up on hardtofind as much as you do, but *we're not able to publish any products missing this key information.*

AN IMPORTANT UPDATE RE: IMAGES

We have improved the way we handle images on the site so that they load faster across devices. A side effect of this is that the first time you save an existing product, it will go back into 'awaiting approval'. We realise it's a temporary pain, but it's definitely for a long-term gain.

As always, if you have any questions or concerns, please don't hesitate to get in touch with us at sellersupport@hardtofind.com.au

WE'RE HIRING!

We're looking for a Senior Developer to join our awesome tech team.

Full time, sunny office in Alexandria with a gym/creche and close to great bars/restaurants etc. We do team lunches, a Pilates class once a week (in the office) and generally have a lot of FUN.

If you know anyone who might be interested, please ask them to get in touch with Eri: erica@hardtofind.com.au

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