

PRODUCT MANAGEMENT

PRODUCT CREATION

How can I add brand?

Please reach out to your Account Manager and provide Trademark Registration.

Why are the products not visible on the website?

- 1.) Products may be pending for quality checking. It usually takes 1-3 business days.
- 2.) Products may be rejected, please check seller center Catalog -> All Products> Search-> Rejected.

Can I put my new products on sale during product creation?

Yes, you can indicate the sale price and the duration of the sale while creating your product.

QUALITY CONTROL

How long does it take for my products to be reviewed by the quality control team?

All products will be reviewed within 1-3 business days from the date you created/updated your product.

How will I know if my product has been rejected during quality control?

Products may be rejected, please check seller center Catalog -> All Products> Search-> Rejected.

How long will it take for the QC approved products to sync on the website?

Syncing usually takes 1 working day. Check Seller Center-> Catalog -> All Products -> Visibility.

Why can't I see the updated products on the ZALORA website?

All updated products will be reviewed within 1-3 business days from the date it was edited.

PRICE AND STOCK UPDATE

How long will it take for price and stock changes to take effect?

Price and stock changes reflects real time.

How long can I put my products on sale for?

There is no restriction on the length of the sale period. However, you will be required to follow the time frame and price markdown set for the campaign if you are participating in a specific campaign organized by the marketing team.

POOR QUALITY REJECTION

What is poor quality product description?

This means insufficient product description. Please provide the following: 1.) 5 unique selling points 2.) Hyphen then space at start of each sentence 3.) Capitalize first letter of each point