

## SETTINGS

### **Where can I find the terms Marketplace Commercial Terms and Marketplace Framework Agreement?**

Login Seller Center -> Setting-> You Profile-> Scroll down -> Download

### **How can I check Commission and Fees?**

Login Seller Center -> Setting -> Your Profile -> Commissions & Fees Tab

### **How to activate Holiday Mode?**

Login Seller Center -> Setting -> Your Profile -> General -> Holidays

### **How long can I go on Holiday Mode?**

You can activate the holiday mode within 14 business days only. Please ensure to process all pending orders.

### **How do I change Seller Account Information?**

Kindly submit via this [link](#).

### **How do I terminate my contract with ZALORA?**

Kindly submit via this [link](#) and contact your account manager.

### **Why can't I login to my Seller Center?**

- 1.) Make sure your username and password are correct.
- 2.) Check your internet connection.
- 3.) Check your access if it's still active.

### **How do I add more users?**

Login to Seller Center -> Manage User -> Add User

### **How come the new business documents were rejected?**

Make sure to submit Business, Tax, Trademark Registration, Sales Invoice, Bank Statement, and signed Novation Contract.

### **I can't register a new user as the Seller Center rejects the email used.**

Kindly submit via this [link](#).

### **Why am I unable to receive the Zalora welcome email?**

- 1.) Check spam folder.
- 2.) Generic or group emails are blacklisted (i.e. sales@\*, info@\*).

### **How to verify my account as a new seller?**

All sellers will only be verified after they have completed their profile data and upload an initial set of SKUs that fit our production requirements. Your account will be lived on the website only after verification.