



**E-COMMERCE**

 **SOLUTIONS INC.**



**LAZADA**



**SHOPEE**

**TERMS OF  
SERVICE**

**SUBSCRIBE  
NOW!**

[www.inspiredropshipping.com](http://www.inspiredropshipping.com)

### DROPSHIPPING

Dropshipping is an innovative business model that allows sellers to sell their products without purchasing the inventory from suppliers first. This means Inspire E-Commerce Solutions Inc. will be responsible for fulfilling your orders, which makes things much easier for you!



### ABOUT THE COMPANY

Inspire E-commerce Solutions Inc. is the Philippines' first all-in-one e-commerce platform that offers a wide range of services for your business.

### MISSION

To be the leading dropshipping business in Southeast Asia with innovative solutions and customer-centric approach.

### VISION

Inspire Greatness, Achieve Excellence.

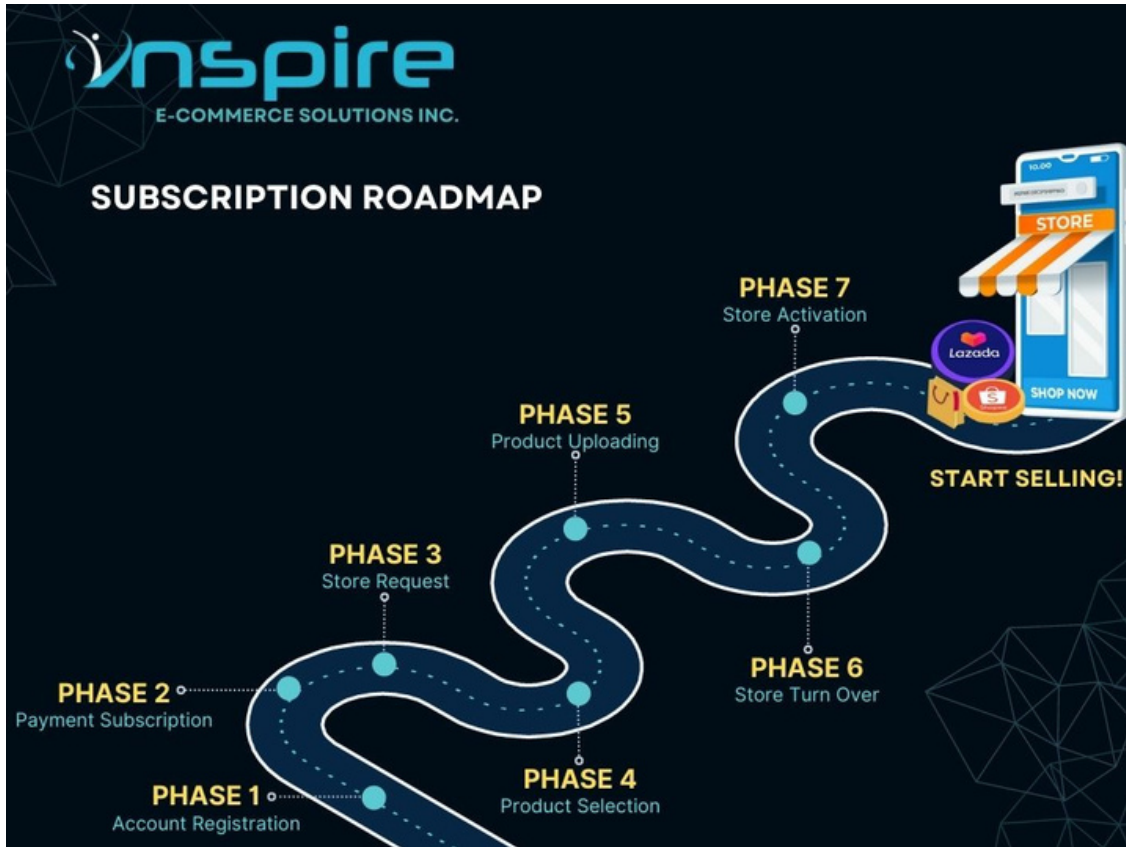
### COMPETITIVE ADVANTAGES

#### Inspire E-Commerce Solutions Inc. offers:

- Affordable & flexible subscription fees
- Various platforms to choose from:
  - Lazada
  - Shopee
- Without catalog restrictions
- Without warehousing fees
- With FREE chat support
- With a FREE bi-weekly session of Lazada & Shopee
- You can add any products you want to sell (See FAQ for policies)
- You can suggest products you want to sell (For verification if it's a potential product)

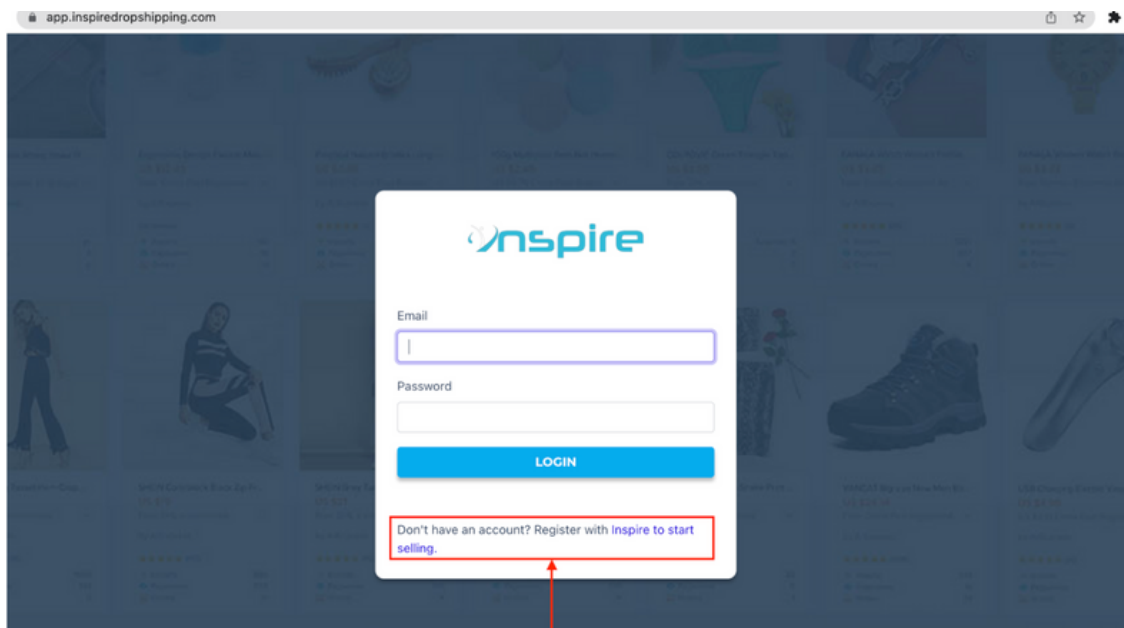


## SUBSCRIPTION ROADMAP



### PHASE 1: ACCOUNT REGISTRATION

Go to <https://app.inspiredropshipping.com/> to register a free account.



- **Fill up all the necessary fields:**
  - Choose the Store Type you prefer to sell.
  - Make sure to provide complete information.
- **Click the “Register” button.**

inspire

Store Type

- ✓ Lazada
- Shopee
- Lazada & Shopee Bundle
- FB Marketplace

Contact Number

Full name

Password

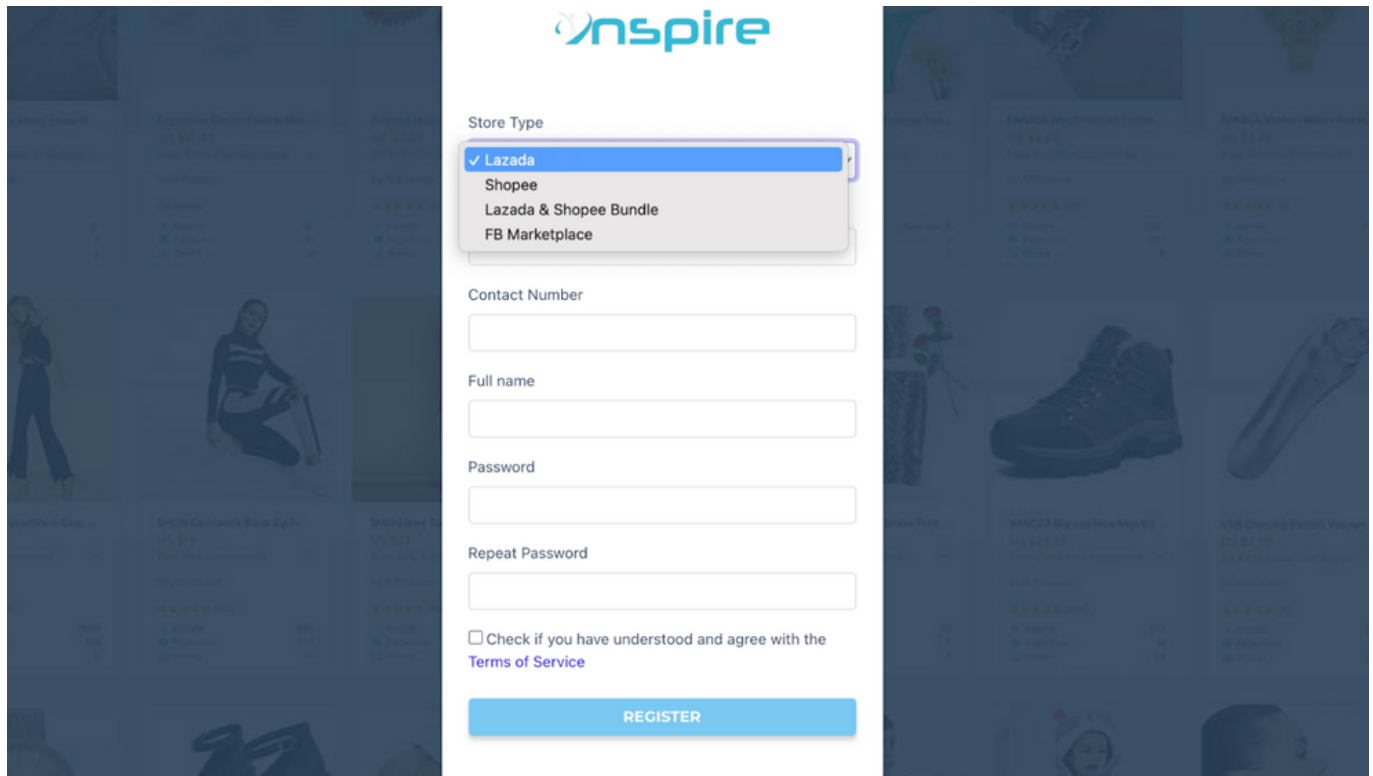
Repeat Password

Check if you have understood and agree with the [Terms of Service](#)

REGISTER

- **Fill up all the necessary fields:**
  - Choose the Store Type you prefer to sell.
  - Make sure to provide complete information.

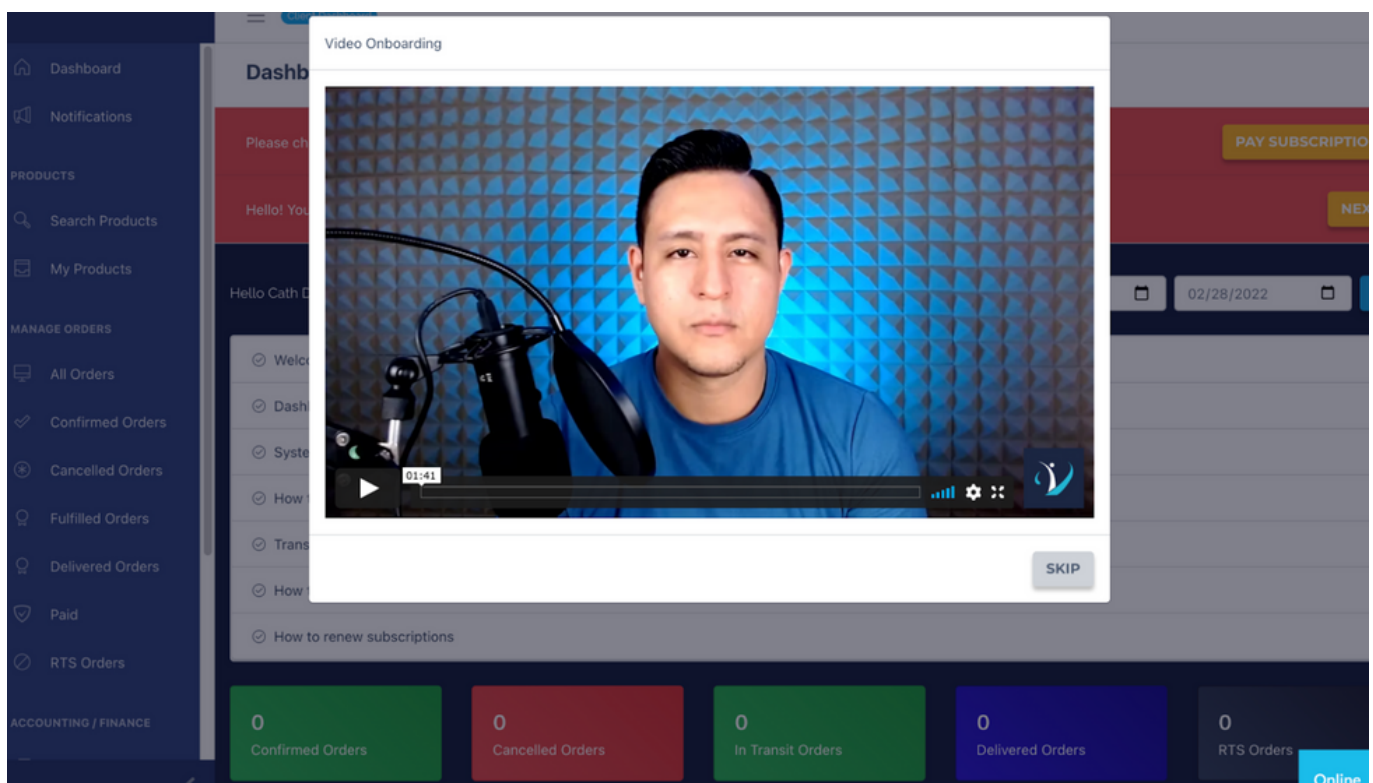
- Click the **“Register”** button.



The screenshot shows the registration form on the Inspire website. The form is centered on a dark blue background with a grid of product images. The form includes the following fields and options:

- Store Type:** A dropdown menu with options:  Lazada,  Shopee,  Lazada & Shopee Bundle, and  FB Marketplace.
- Contact Number:** A text input field.
- Full name:** A text input field.
- Password:** A text input field.
- Repeat Password:** A text input field.
- Check if you have understood and agree with the [Terms of Service](#).
- REGISTER:** A blue button at the bottom of the form.

- You will see a video message from the CEO.



The screenshot shows the Inspire dashboard with a video onboarding overlay. The dashboard includes a sidebar menu with the following sections:

- Dashboard:** Home, Notifications
- PRODUCTS:** Search Products, My Products
- MANAGE ORDERS:** All Orders, Confirmed Orders, Cancelled Orders, Fulfilled Orders, Delivered Orders, Paid, RTS Orders
- ACCOUNTING / FINANCE:** Confirmed Orders (0), Cancelled Orders (0), In Transit Orders (0), Delivered Orders (0), RTS Orders (0)

The video onboarding overlay is titled "Video Onboarding" and features a video player showing a man speaking into a microphone. The video player has a play button, a progress bar, and a "SKIP" button. The dashboard background shows a "PAY SUBSCRIPTION" button and a date "02/28/2022".

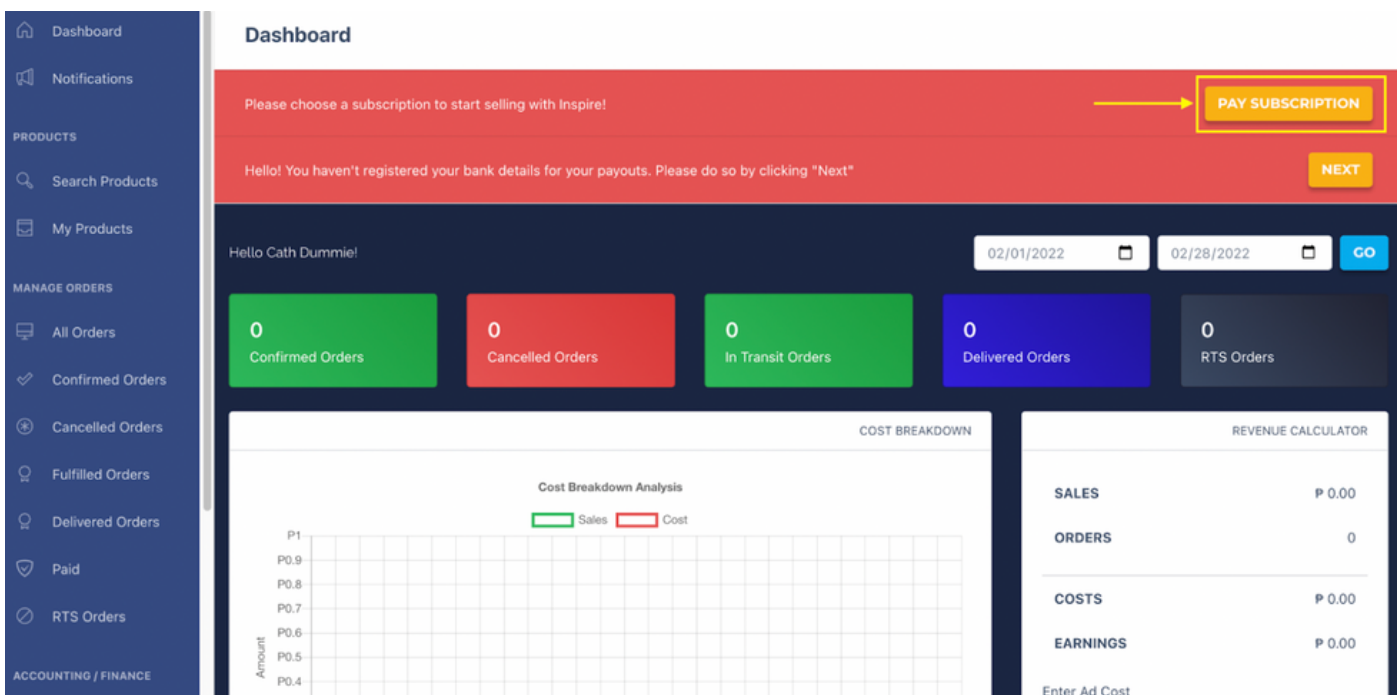
- You can view the products that we have before subscription.
- For the email address, make sure that it's not yet registered to any existing Lazada or Shopee store to avoid any inconveniences.

**NOTE:**

You don't have to enter your bank details when registering an account. Once you're ready to start your dropshipping journey with us, that's the only time that you have to provide your bank account details for payment processing.

## PHASE 2: PAYMENT SUBSCRIPTION

- If you're decided to do dropshipping with Inspire Solutions, you need to pay the subscription fee for the package that you want before you can select the products that you want to sell.
- Your subscription fee will ONLY be activated once you're ready to start selling on your desired platform. Inspire Solutions will give you ample time to set up and optimize your store.
- Click the "PAY SUBSCRIPTION" button to pay for the package subscription you prefer.



The dashboard interface includes a sidebar with navigation options: Dashboard, Notifications, PRODUCTS (Search Products, My Products), MANAGE ORDERS (All Orders, Confirmed Orders, Cancelled Orders, Fulfilled Orders, Delivered Orders, Paid, RTS Orders), and ACCOUNTING / FINANCE.

The main content area features a red banner with the text "Please choose a subscription to start selling with Inspire!" and a yellow "PAY SUBSCRIPTION" button. Below this is another red banner stating "Hello! You haven't registered your bank details for your payouts. Please do so by clicking 'Next'" with a yellow "NEXT" button.

User information shows "Hello Cath Dummie!" and date range filters for "02/01/2022" and "02/28/2022" with a "GO" button.

Order statistics are displayed in colored boxes: 0 Confirmed Orders (green), 0 Cancelled Orders (red), 0 In Transit Orders (green), 0 Delivered Orders (blue), and 0 RTS Orders (grey).

Two charts are visible: "COST BREAKDOWN" showing a "Cost Breakdown Analysis" with Sales (green) and Cost (red) bars, and "REVENUE CALCULATOR" showing: SALES P 0.00, ORDERS 0, COSTS P 0.00, and EARNINGS P 0.00. An "Enter Ad Cost" field is also present.

- Choose the package you want: (Lazada and/or Shopee)
  - Package 1
  - Package 2
  - Package 3
  - Package 4



The image is a promotional graphic for Inspire's Lazada & Shopee dropshipping services. It features the Inspire logo at the top left and the Lazada and Shopee logos on either side of the main title 'LAZADA & SHOPEE DROPSHIPPING'. Below the title are four package options, each with a list of features and a price. The packages are: Package 1 (P2,999), Package 2 (P3,999), Package 3 (P7,999), and Package 4 (P9,999). The background includes illustrations of a person in a red apron holding a box, a smartphone displaying a shopping app, and various e-commerce icons like a shopping bag, a percentage sign, and a credit card.

PACKAGE 1	PACKAGE 2	PACKAGE 3	PACKAGE 4
<ul style="list-style-type: none"><li>✓ CHOOSE ANY 90 PRODUCTS</li><li>✓ FULL PREMIUM COURSE</li><li>✓ CHANGE PRODUCTS MONTHLY</li><li>✓ REPLACE OUT OF STOCK PRODUCTS</li><li>✓ FREE CHAT SUPPORT</li></ul>	<ul style="list-style-type: none"><li>✓ CHOOSE ANY 120 PRODUCTS</li><li>✓ FULL PREMIUM COURSE</li><li>✓ CHANGE PRODUCTS MONTHLY</li><li>✓ REPLACE OUT OF STOCK PRODUCTS</li><li>✓ FREE CHAT SUPPORT</li></ul>	<ul style="list-style-type: none"><li>✓ ACCESS TO ALL 800 PLUS PRODUCTS</li><li>✓ FULL PREMIUM COURSE</li><li>✓ SELL NEW ARRIVALS AS THEY COME</li><li>✓ FREE CHAT SUPPORT</li></ul>	<ul style="list-style-type: none"><li>✓ ACCESS TO ALL 800 PLUS PRODUCTS</li><li>✓ FULL PREMIUM COURSE</li><li>✓ SELL NEW ARRIVALS AS THEY COME</li><li>✓ FREE CHAT SUPPORT</li><li>✓ SHOPEE AND LAZADA</li></ul>
MONTHLY SUBSCRIPTION	MONTHLY SUBSCRIPTION	MONTHLY SUBSCRIPTION	MONTHLY SUBSCRIPTION
AUTOMATED ORDER PROCESSING	AUTOMATED ORDER PROCESSING	AUTOMATED ORDER PROCESSING	AUTOMATED ORDER PROCESSING
<b>P2,999</b>	<b>P3,999</b>	<b>P7,999</b>	<b>P9,999</b>

[www.inspiredropshipping.com](http://www.inspiredropshipping.com)

**Automated Order Processing** - Inspire's team will be the one to process the orders.



- Click the **“Pay Now”** button and you’ll be redirected to the payment page.

Client Dashboard

Please choose a subscription to start selling with Inspire! PAY SUBSCRIPTION

Hello! You haven't registered your bank details for your payouts. Please do so by clicking "Next" NEXT

Start your subscription now!

PAY NOW
UPLOAD PAYMENT

PAYMENT TO INSPIRE SOLUTIONS

## Inspire Solution Subscription Payment

1
2

Payment Information      Payment

**How much would you like to pay?**

Amount \*

Enter any amount between PHP 50 and PHP 700k

**Personal information**

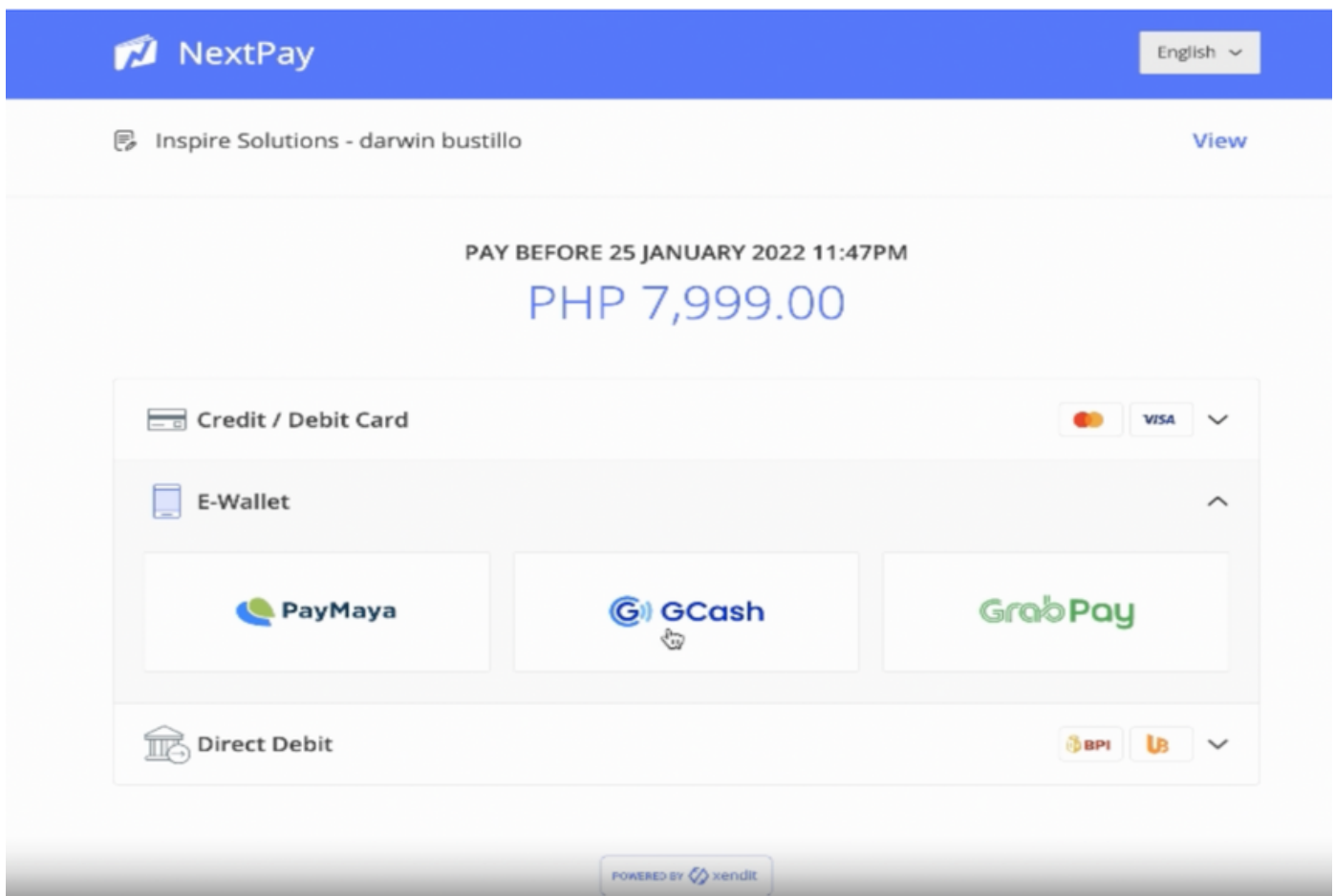
First name \*      Last name \*

Contact number \*

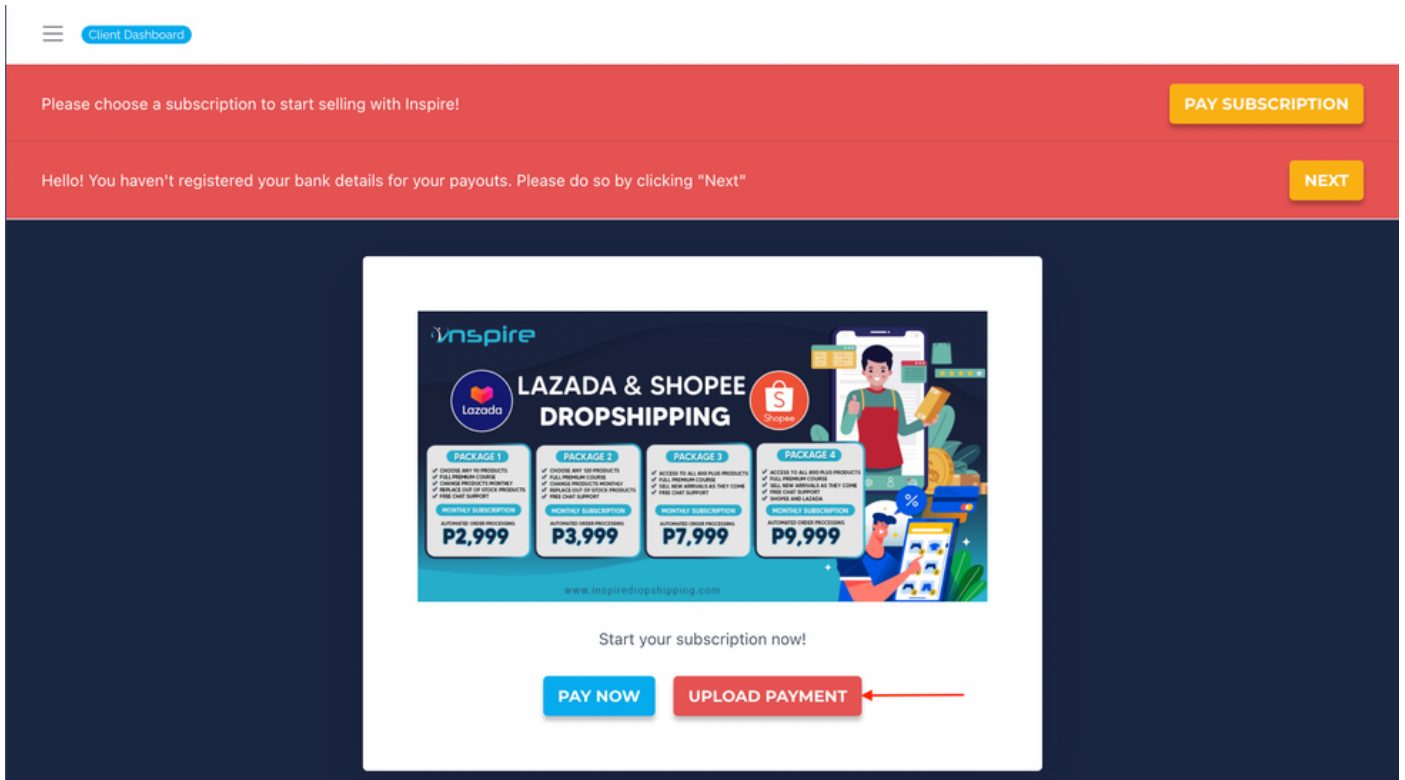
+63

Email address \*

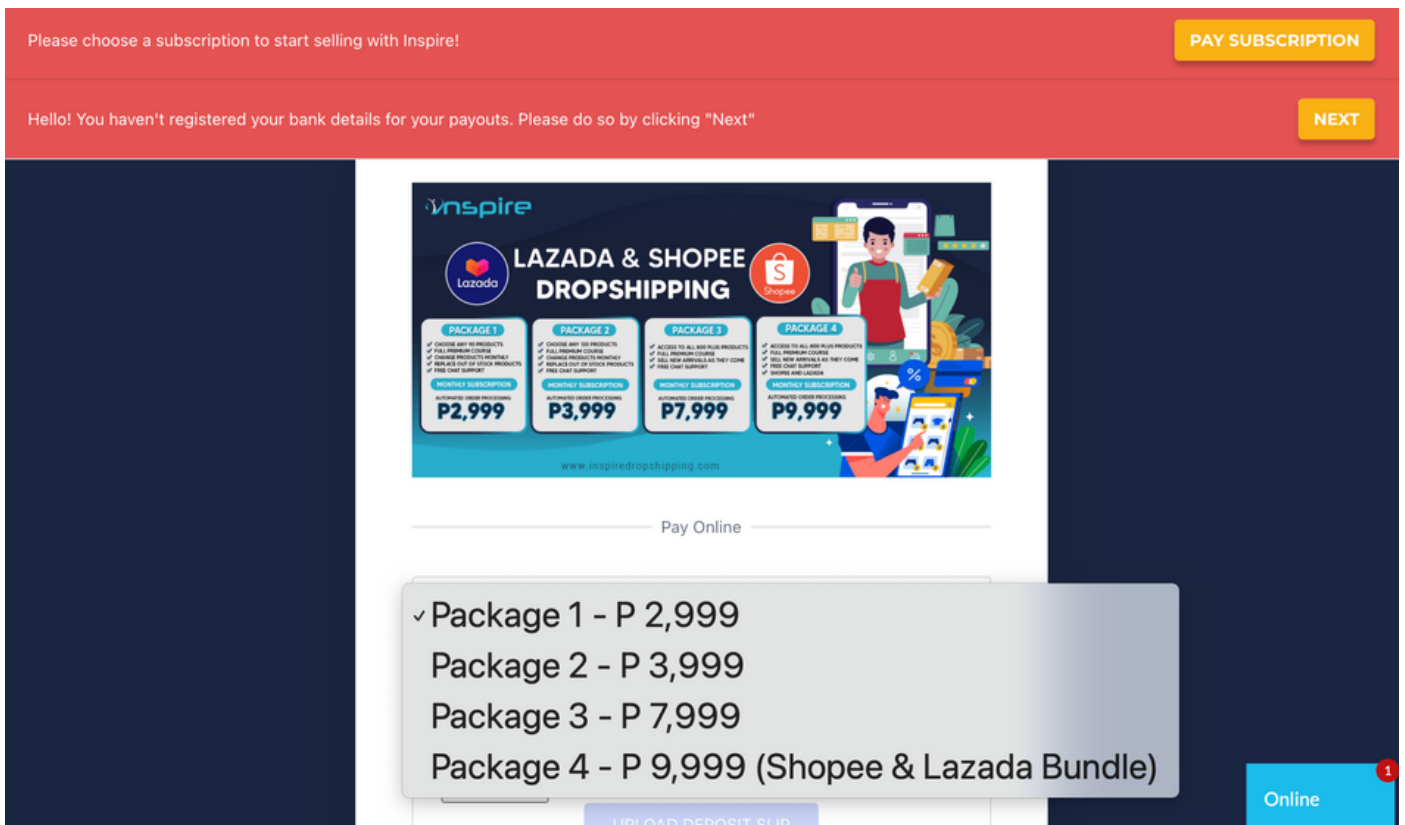
- Enter all the necessary information.
- Select the payment method that you're going to use for your subscription.
- Here are the payment options that you can use:
  - Credit Card
  - Online Banking
    - Direct Debit ( BPI, Union Bank)
    - Note: More banks will be added soon
  - E-Wallet (GCash, PayMaya, Grab Pay)



- Take a screenshot of your proof of payment.
- Go back to the previous page to upload your proof of payment.



- Select your package.



- Upload your proof of payment.

Please choose a subscription to start selling with Inspire! PAY SUBSCRIPTION

Hello! You haven't registered your bank details for your payouts. Please do so by clicking "Next" NEXT

Pay Online

**Package 4 - P 9,999 (Shopee & La:** ▾

Monthly Subscription payment

Upload your deposit slip

Choose File New Package.jpeg

UPLOAD DEPOSIT SLIP

Note: If you experience some issues and are unable to upload the deposit slip, try to refresh your page and click the “Dashboard” tab on the upper left corner of the page and try to re-upload the deposit slip. >

- You will receive a notification that the “Payment has been Updated”

Please choose a subscription to start selling with Inspire! PAY SUBSCRIPTION

Hello! You haven't registered your bank details for your payouts. Please do so by clicking "Next" NEXT

**Payment has been Updated**

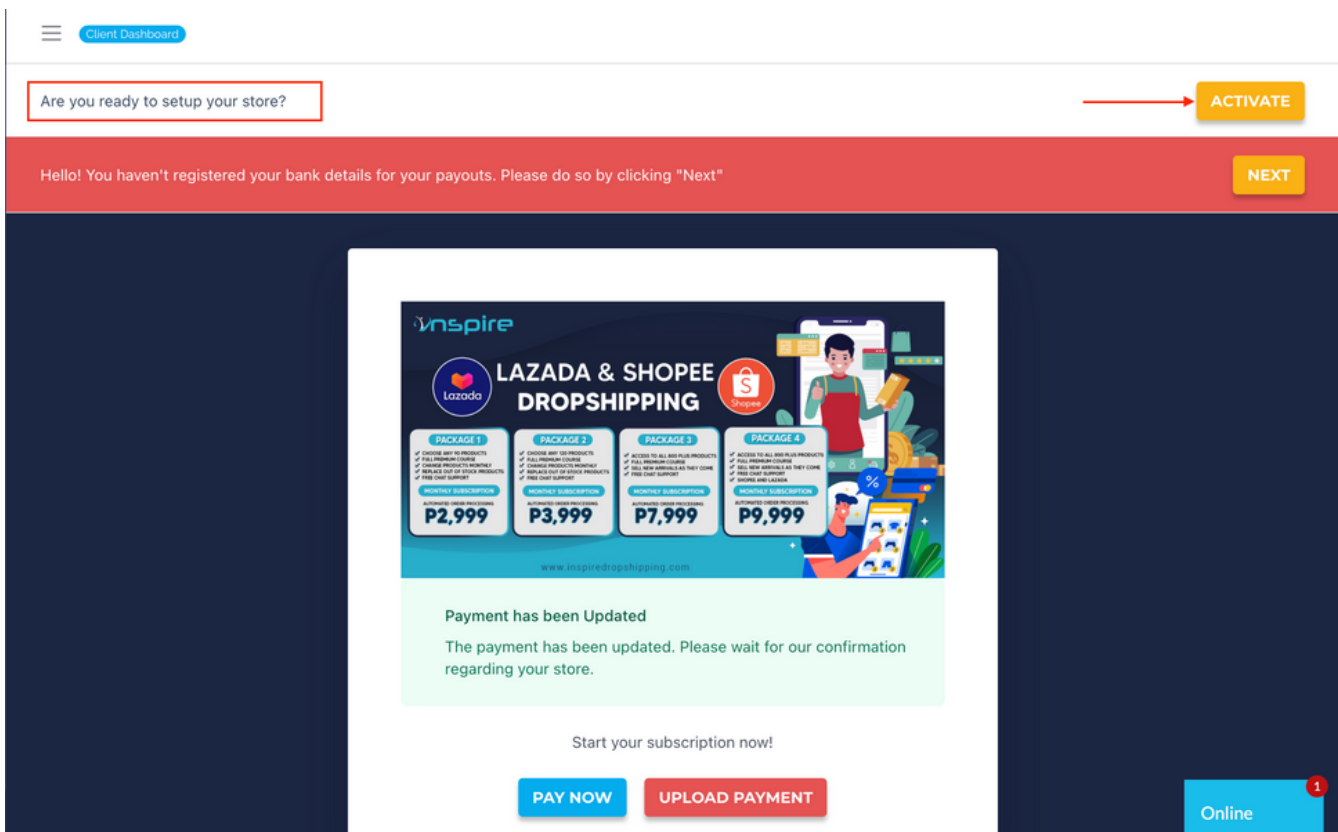
The payment has been updated. Please wait for our confirmation regarding your store.

Please wait for our team to confirm your deposit

- A 48 to 72 hours validation will be done by our team.
- One of our team will send you a message to confirm the receipt of the payment.
- Our design team will start making the creatives for your store if you availed our Store Design Creation Package.

### PHASE 3: STORE REQUEST

- Click the **“Activate”** button once you’re ready to start your subscription.



The screenshot shows the 'Client Dashboard' interface. At the top, there is a navigation menu with 'Client Dashboard' selected. Below the menu, a red-bordered box contains the text 'Are you ready to setup your store?'. To the right of this box is a yellow 'ACTIVATE' button with a red arrow pointing to it. Below this is a red banner with the text 'Hello! You haven't registered your bank details for your payouts. Please do so by clicking "Next"'. To the right of this banner is a yellow 'NEXT' button. The main content area features a large promotional graphic for 'LAZADA & SHOPEE DROPSHIPPING' with four subscription packages:

PACKAGE 1	PACKAGE 2	PACKAGE 3	PACKAGE 4
<ul style="list-style-type: none"> <li>✓ ACCESS TO ALL PRODUCTS</li> <li>✓ FULL MEMBER COURSE</li> <li>✓ CASHIER PRODUCTS TRAINING</li> <li>✓ RECEIVE 20% OFF STORE PRODUCTS</li> <li>✓ FREE CHAT SUPPORT</li> </ul>	<ul style="list-style-type: none"> <li>✓ ACCESS TO ALL PRODUCTS</li> <li>✓ FULL MEMBER COURSE</li> <li>✓ CASHIER PRODUCTS TRAINING</li> <li>✓ RECEIVE 30% OFF STORE PRODUCTS</li> <li>✓ FREE CHAT SUPPORT</li> </ul>	<ul style="list-style-type: none"> <li>✓ ACCESS TO ALL AND PLUS PRODUCTS</li> <li>✓ FULL MEMBER COURSE</li> <li>✓ ALL THE SERVICES AS THEY COME</li> <li>✓ FREE CHAT SUPPORT</li> </ul>	<ul style="list-style-type: none"> <li>✓ ACCESS TO ALL AND PLUS PRODUCTS</li> <li>✓ FULL MEMBER COURSE</li> <li>✓ ALL THE SERVICES AS THEY COME</li> <li>✓ FREE CHAT SUPPORT</li> <li>✓ STORE AND LAZADA</li> </ul>
<p>MONTHLY SUBSCRIPTION</p> <p>STARTING FROM P2,999</p>	<p>MONTHLY SUBSCRIPTION</p> <p>STARTING FROM P3,999</p>	<p>MONTHLY SUBSCRIPTION</p> <p>STARTING FROM P7,999</p>	<p>MONTHLY SUBSCRIPTION</p> <p>STARTING FROM P9,999</p>

Below the packages, a green box displays the message: 'Payment has been Updated. The payment has been updated. Please wait for our confirmation regarding your store.' Below this is a 'Start your subscription now!' prompt and two buttons: 'PAY NOW' and 'UPLOAD PAYMENT'. In the bottom right corner, there is an 'Online' status indicator with a red '1' notification bubble.

- Input all the necessary information needed.

- Store Type : Request for the platform that you prefer to use for your dropshipping business.
  - Lazada
  - Shopee
  - Lazada & Shopee(Bundle)
- Logo : You can upload your logo if you already have it.

Please provide three store names that we could use. First will be the priority.

**Logo**

 No file chosen

**Store Name (1)**

**Store Name (2)**

**Store Name (3)**

Note: If you want someone to create your logo and other design creatives, Inspire E-Commerce Solutions Inc. also provides a Store Design Creation Package with a one time payment amounting to **Php4,000** (Optional)

**Store Design Creation Package:**

- 1 Logo
- 1 Main Banner
- 4 Product Banners
- 1 Product Frame

- Store Name : Provide your desired store name for your platform.
  - Create a unique store name as much as possible.
  - Please provide 3 store names just in case the store name is already existing.
  - For Shopee account users - make sure that the store name is your preferred store name because Shopee will only allow you to change the store name after **30 days**.
- Category : Select categories that you want for your store.

Help us understand your store better

Select Category (1)

Select Category (2)

Select Category (3)

Select Category (4)

Help us understand your store better

Select Category (1)  


- ✓ Select
- Beauty
- Fitness
- Home
- Mommy & Baby
- Tools
- Automobile & Motorcycle
- Accessories

Select Category (4)

- Store Colors : Provide your primary and secondary colors for your store and that will be the basis of our graphics designer for your store design request. Make sure to input any notes for special instructions for your store design.
- Click the **“Request Store”** button.

Select your store colors

Click on the box below to select the desired color(s) for your store. You can select up to three.

Primary Color

Accent Color

Secondary Color

Have any notes? Send it to us here.


**Request My Store**

- Click the “Pay Now” button.

Are you ready to setup your store? ACTIVATE


Hello! You haven't registered your bank details for your payouts. Please do so by clicking "Next" NEXT

Store Type  
Lazada

  
Last step! To continue with your order creation please proceed with uploading the payment below

**P 4,000.00**  
One time payment for Store Design Creatives

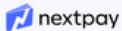
PAY NOW UPLOAD PAYMENT



AMOUNT TO PAY  
**PHP 4,000.00**

PAYMENT TO INSPIRE SOLUTIONS  
**Inspire Store Design Creatives**

1 Logo  
1 Main Banner  
4 Product Banners  
1 Product Frame

Powered by 

1 — 2  
Personal Information Payment Method

Personal information

First name Last name

+63

Email address

Next

- Follow the same payment process before and upload the proof of payment.



Note:

- The Store Design Creation amounting to Php4,000.00 is **optional**.
- If you want to create your own design creatives for your store, simply click “**I Will Design My Own Store**” button and you don’t have to pay our Store Design Creation Package amounting to Php4,000.
- Store creation is **FREE** and it is already included in your subscription package.

Are you ready to setup your store? ACTIVATE

Hello! You haven't registered your bank details for your payouts. Please do so by clicking "Next" NEXT

Store Type  
Lazada

**I'LL DESIGN MY OWN STORE, THANK YOU.**

Please provide three store names that we could use. First will be the priority.

Logo  
Choose File No file chosen

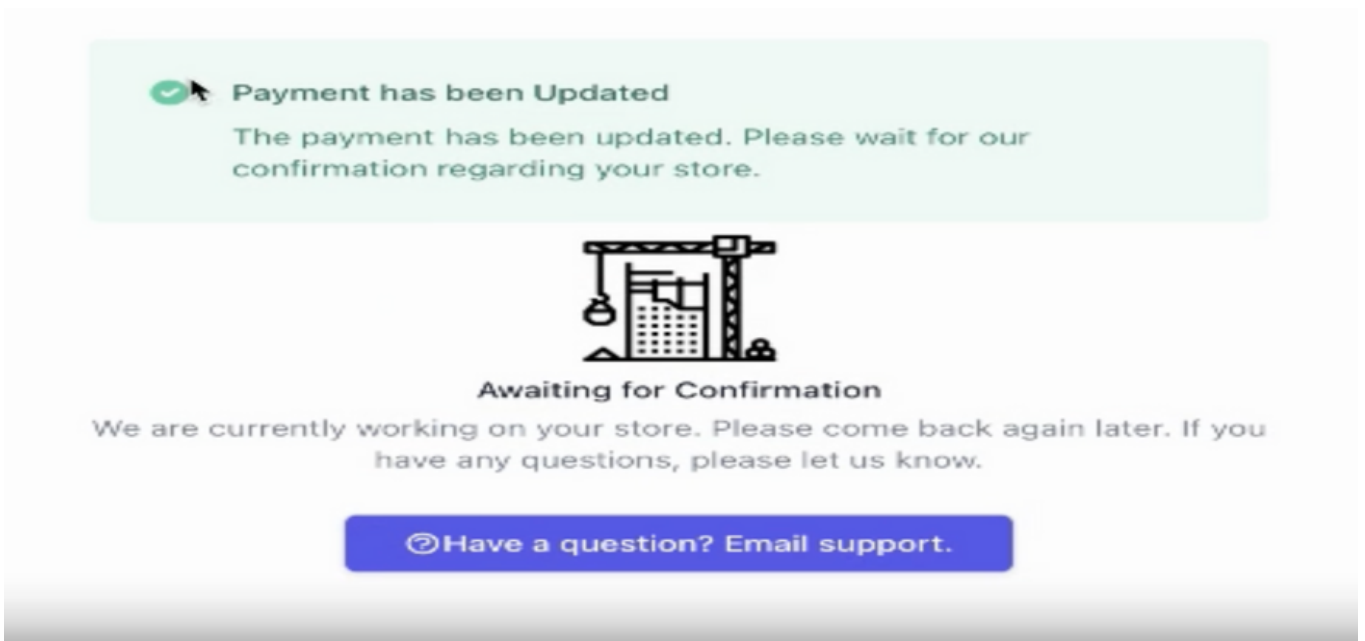
Store Name (1)


Store Name (2)


Store Name (3)

Online 1


- Once your payment is completed, you will receive a message below.




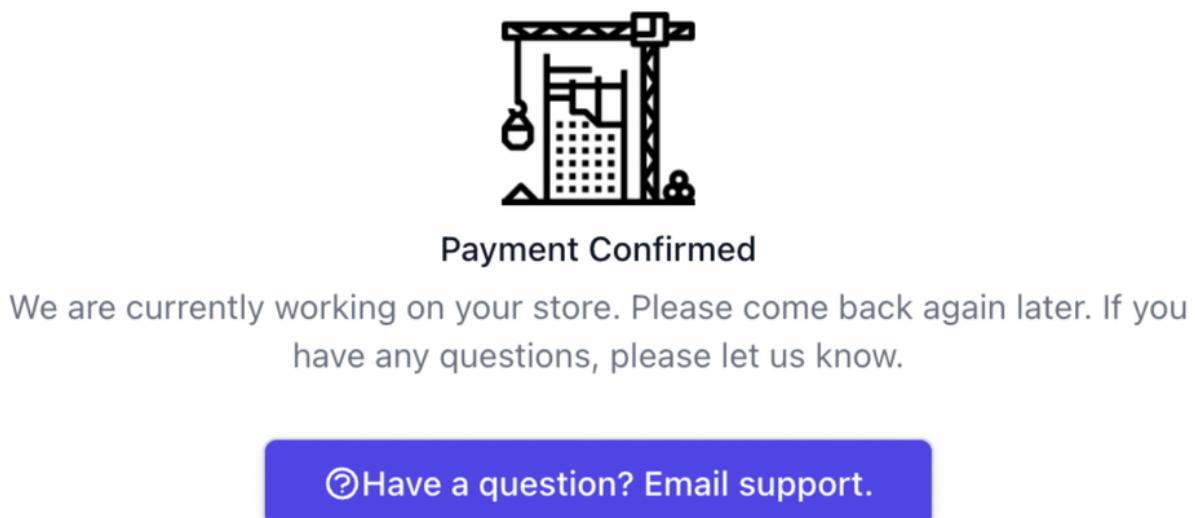
 **Payment has been Updated**  
The payment has been updated. Please wait for our confirmation regarding your store.




**Awaiting for Confirmation**  
We are currently working on your store. Please come back again later. If you have any questions, please let us know.

 [Have a question? Email support.](#)

- Once payment is confirmed, you will receive this notification below:



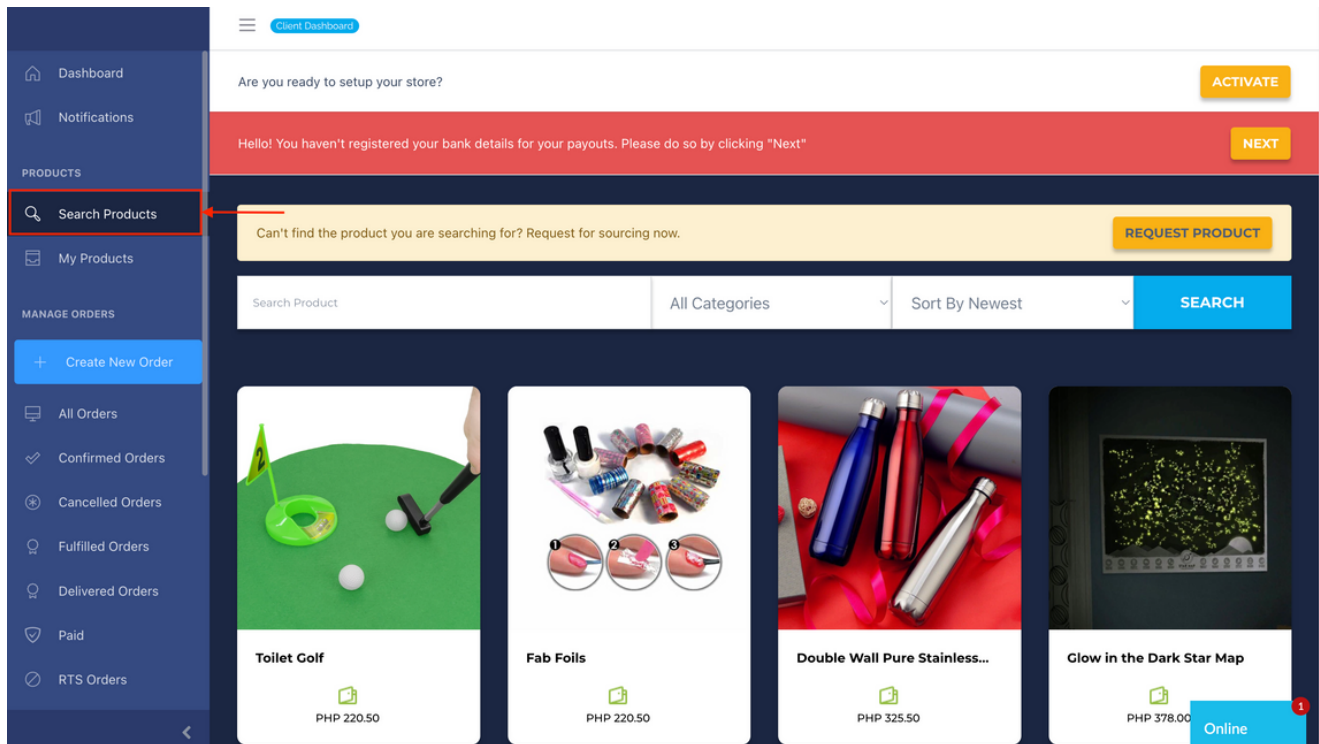
**Payment Confirmed**  
We are currently working on your store. Please come back again later. If you have any questions, please let us know.

 [Have a question? Email support.](#)

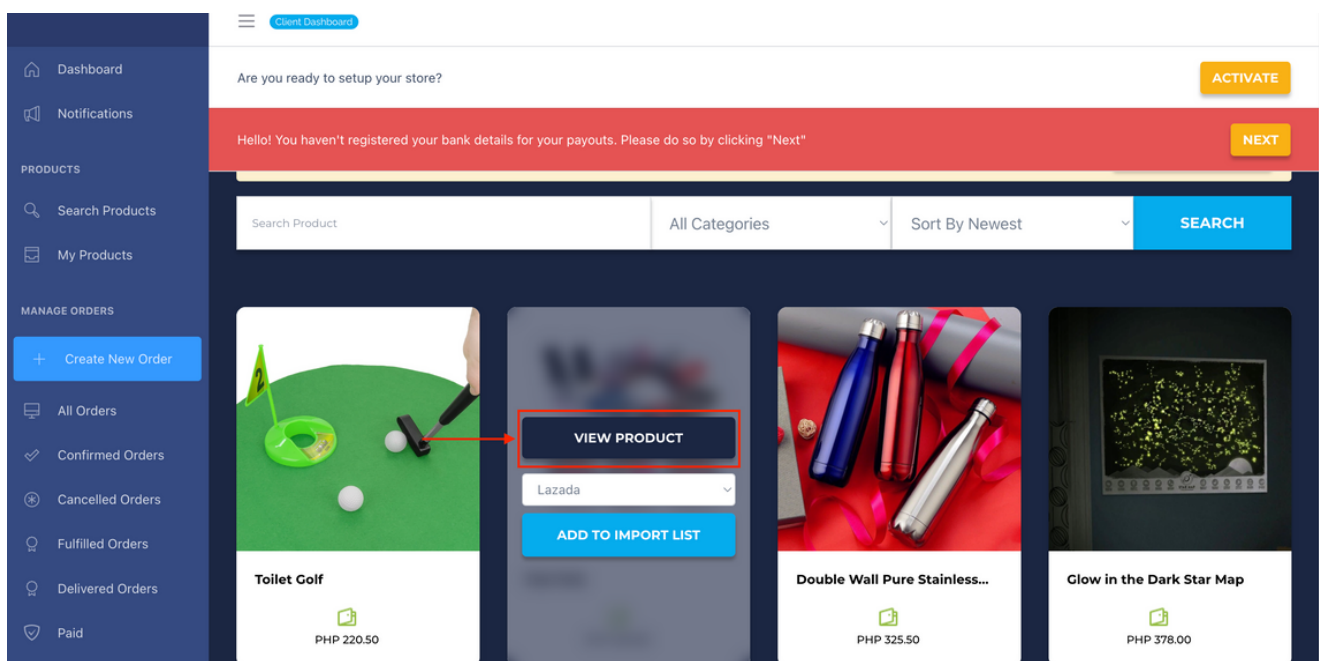
- You can send us a message through Tawkto in the app.
- Follow and join our community for more updates.
  - Facebook Page : **Inspire Solutions**
  - Facebook Group : **Inspire Dropshipping Philippines**

## PHASE 4: PRODUCT SELECTION

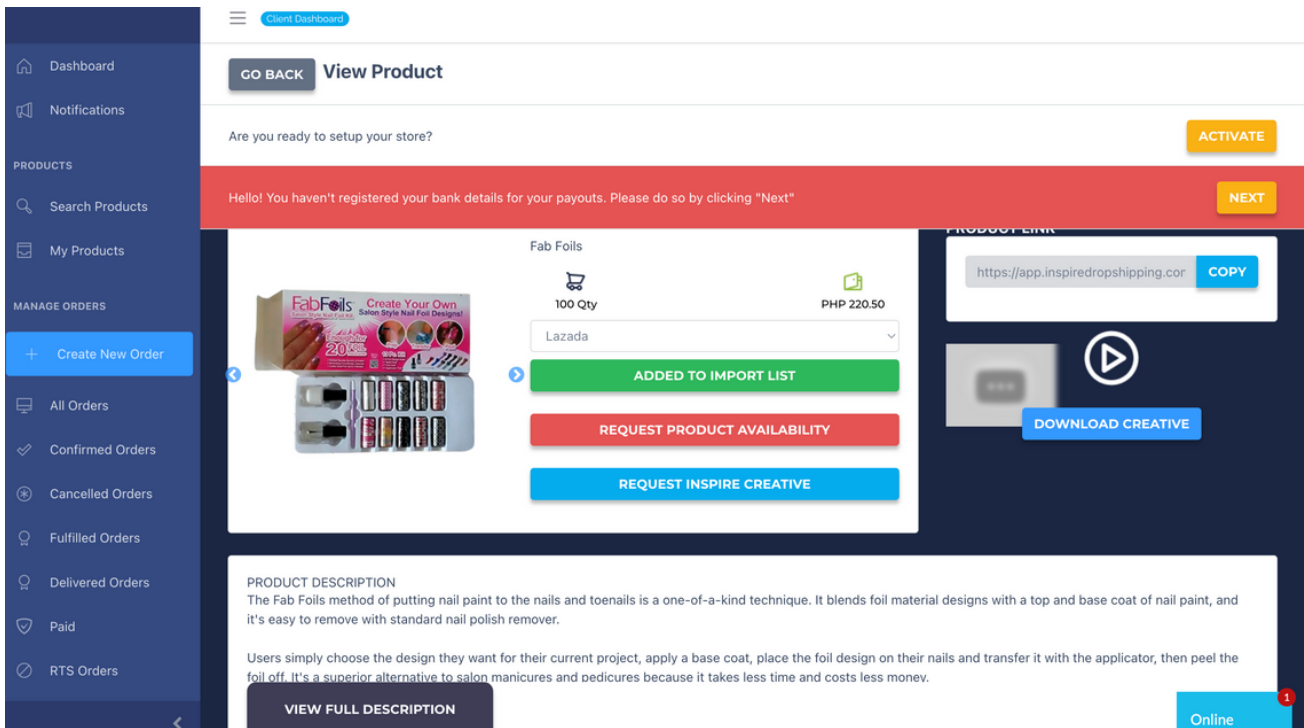
- Select the products that you want to sell on your platform/s by importing in the app.
- Go to **"Search Products"** tab.



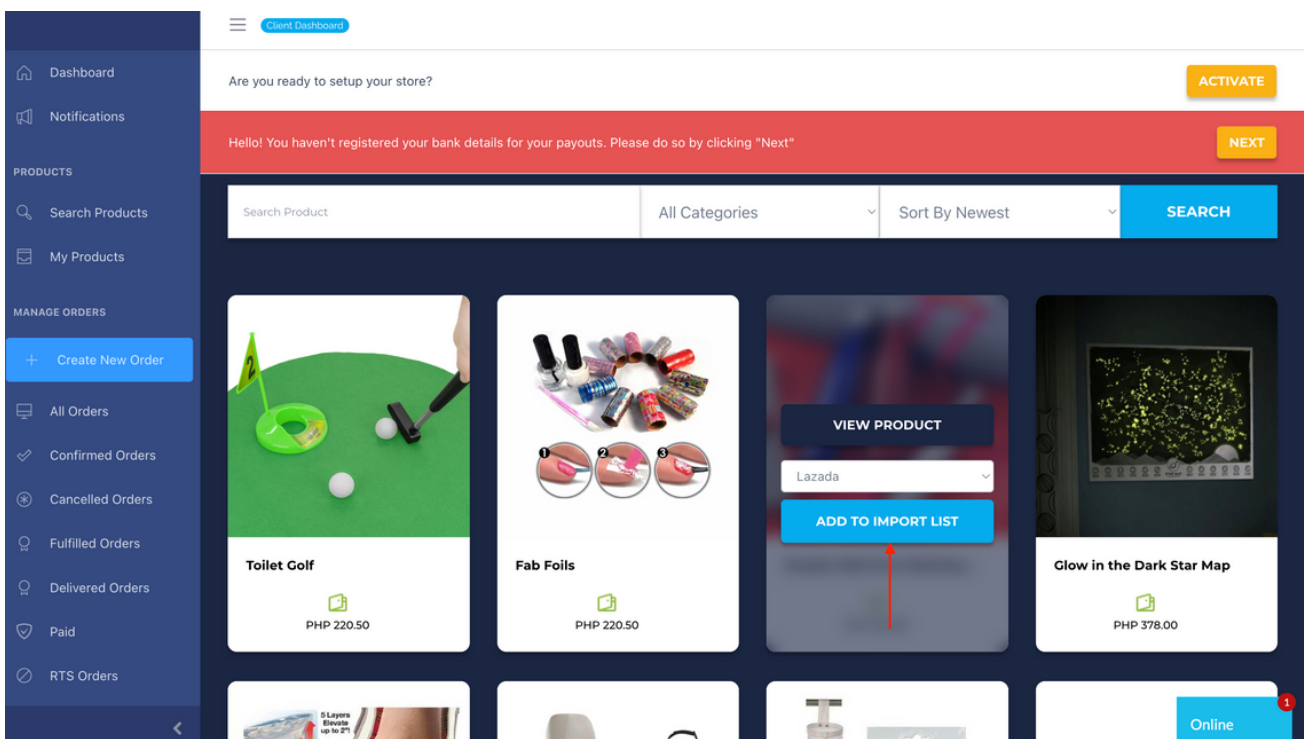
- Hover your mouse on the product you want.
- You can also view the details of the product by clicking the "View Product" button.



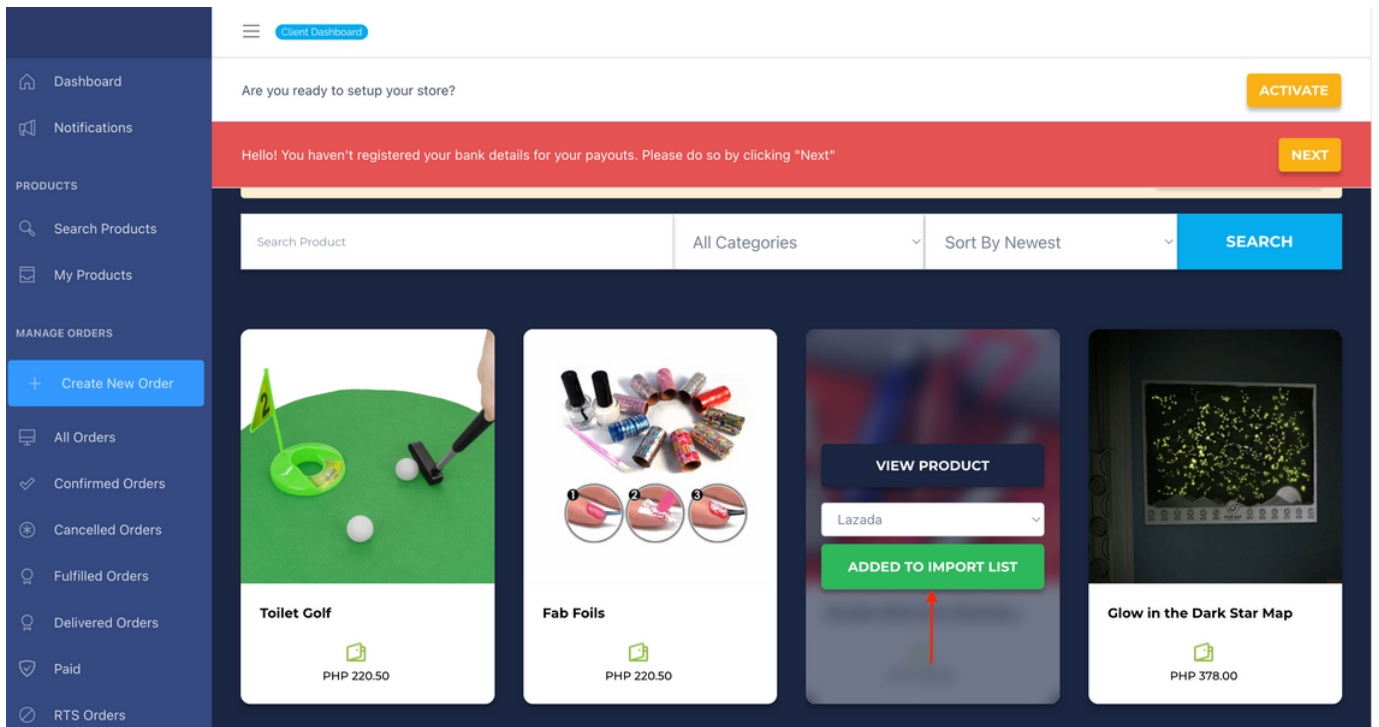
- You can check the product details and different images of the product.
- Verify the product availability by clicking the **"Request Product Availability"** button.
- If you want a design creative like image or video for your marketing activities, click the **"Request Inspire Creative"** button.



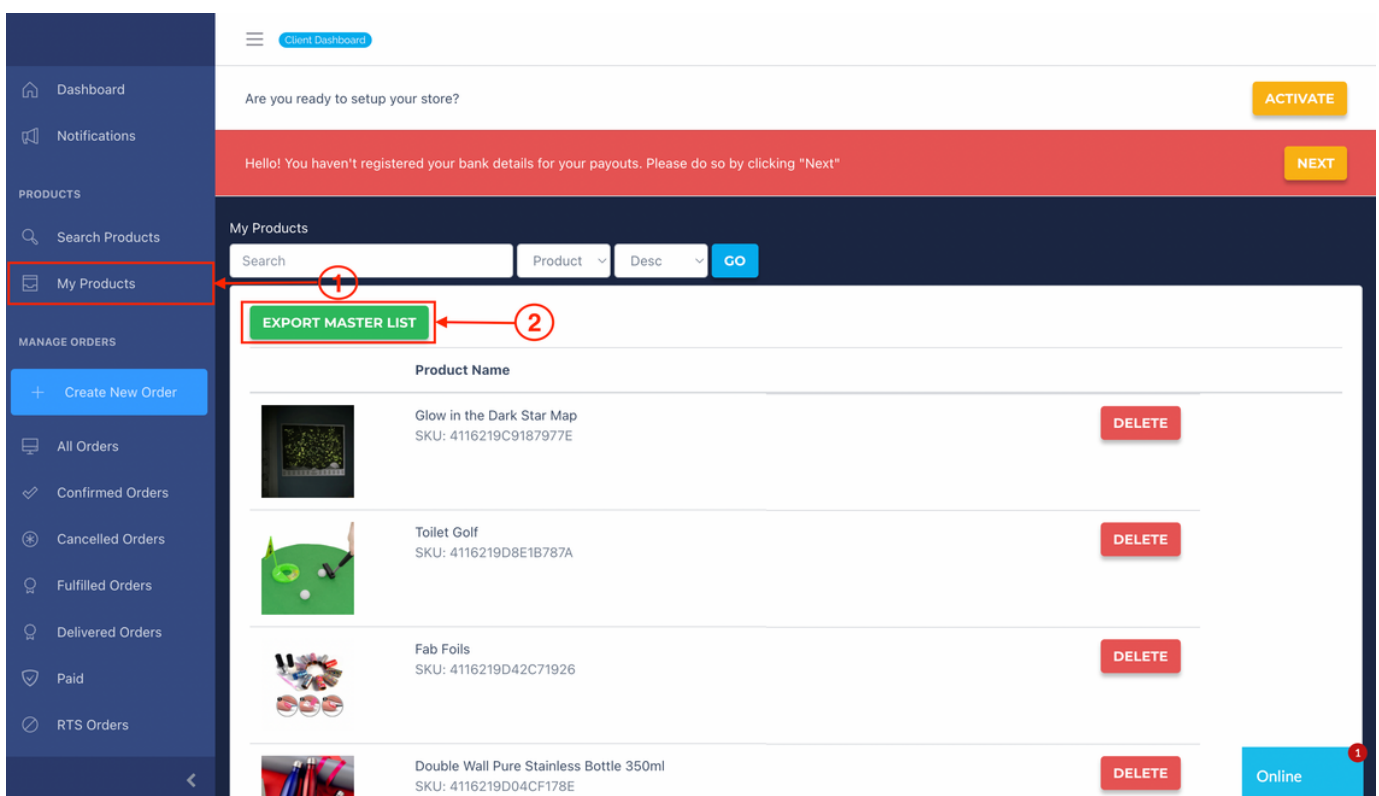
- Click the **"Add to Import List"** button.



- You can see a green **"Added To Import List"** button that means it has been added to your product import list.



- Go to **"My Products"** tab & review the products you selected.
- Click the **"Export Master List"** button to import your products in your store.



## PHASE 5: PRODUCT UPLOADING

- Our team will start uploading the products you imported to your platform.
- If you plan to change your platform (Lazada or Shopee) and we started uploading the products, there will be a fee of **Php300.00** for changing the platform.
- Before importing the total products, please make sure that the products you selected are your preferred items to sell. Once you imported the products you are **NOT ALLOWED** to change the products.

## PHASE 6: STORE TURN OVER

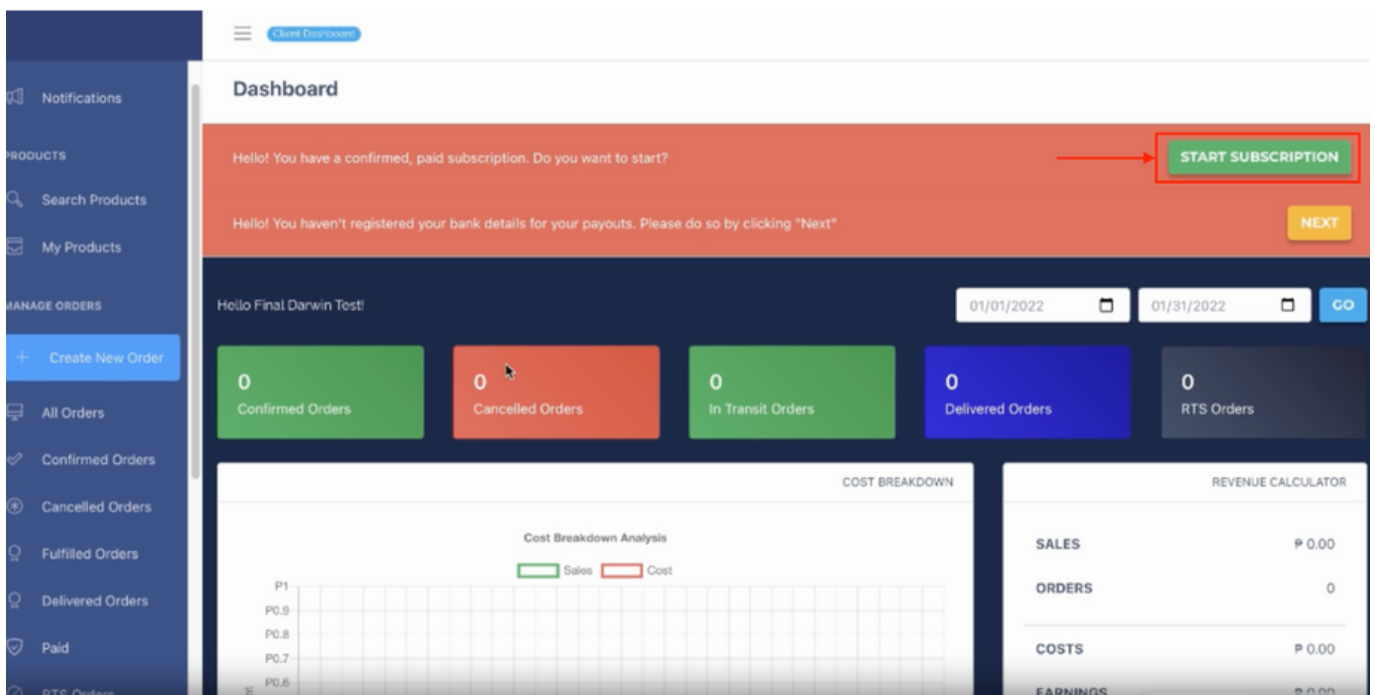
- Our team will inform you if the products you requested were already available in your preferred platform.

Note:

- Inspire E-Commerce Solutions Inc. will provide you with the standard product titles, descriptions & product images of each product BUT we encourage our dropshippers to refine the product descriptions, titles and search for more photos in order to optimize your store and rank in your desired platform.
- We provide bi-weekly sessions for Lazada & Shopee sellers and we encourage you to join to help you in your dropshipping journey with us.

## PHASE 7: STORE ACTIVATION

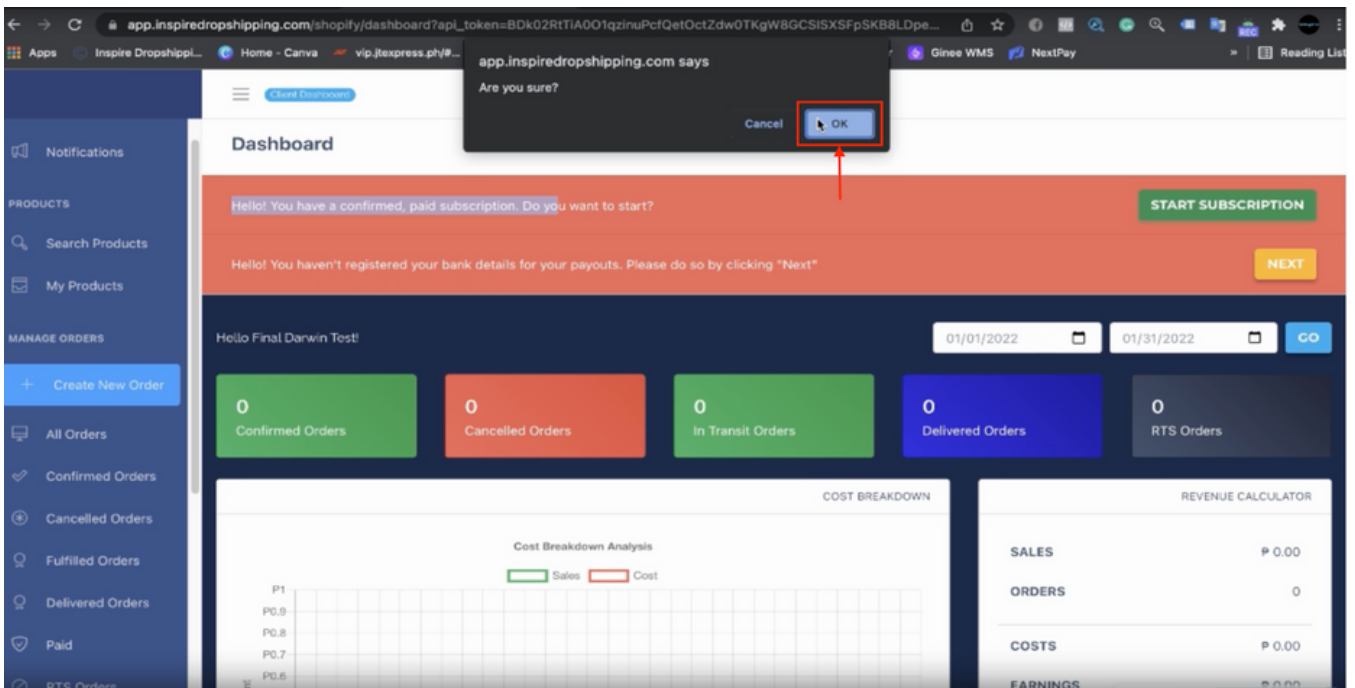
- Once your store is already optimized and you're ready to sell on your preferred platform, you just need to click the **"START SUBSCRIPTION"** button to start selling and that's the **ONLY** time that your 30 day billing period will start.



The screenshot shows a user dashboard with a navigation menu on the left and a main content area. The main content area has a red banner with a 'START SUBSCRIPTION' button highlighted by a red box and arrow. Below the banner are several order status cards (Confirmed, Cancelled, In Transit, Delivered, RTS) and two charts: 'COST BREAKDOWN' and 'REVENUE CALCULATOR'.

Category	Value
SALES	₱ 0.00
ORDERS	0
COSTS	₱ 0.00
EARNINGS	₱ 0.00

It will prompt you with a message to confirm if you're sure and decided to start your subscription.



Note: If you receive an order and your subscription is not yet activated it will not be included in your Statement of Account (SOA).

- You can review the video of our New Payment Process [here](#).

- **Are the subscription fees refundable?**
  - No, the subscription is non-refundable.
- **When should I be paying to renew my subscription fee?**
  - All renewal of subscriptions fees must be paid 5-days before the 30-day billing cycle. This will give our team ample time to review and approve the access to your store for the next 30-days.
  - Failure to comply may cause you to lose access to your store until the verification team can confirm the payment. Your billing cycle will not be adjusted.

**Example:**

The billing period is every 30th of the month.

Your payment should be on our before the 25th of the month

Your payment was late and wasn't made until the 29th of the month.

Our team was able to verify your payment on the 3rd of the following month.

This means you lost 3-day access to your shop, and we will not be adjusting the billing period.

- **What If I have an existing store? Can I use it?**
  - No, we will be the ones to create a store for you.
- **What is the turn-around time of receiving my store after I place the store creation?**
  - The store creation will be turned over for a maximum of seven (7) working days).



## FAQ

- **What do I do when my store is turned over?**
  - You will be given a 7-day transition period before your store is locked, and you are required to activate your store by making the first monthly payment. This will allow you to get familiarized with the platform and make the necessary revisions to your store.
  - On or before the 7th day of the store being turned over, you will need to click the button labeled “Active” in the dashboard, which will ask you to make your first payment, and the active 30-day billing period will start.
- **Can I request products that aren’t listed in the catalog?**
  - Yes, you can use the “request product.” Our team will try to source it from a local supplier and let you know the quantity available and the best price.
- **What is the meaning of SKU?**
  - SKU means Stock Keeping Unit. It is an item-unique ID arbitrarily designated to any given item in your inventory as a reference method.
- **Can I change the products I selected after I imported the products?**
  - No, you are not allowed to change it once you imported the products during your subscription period.
- **Can I change the products I selected for my next subscription?**
  - Yes, you can only change the products you selected on your **NEXT** subscription and you need to inform our customer service **5 days** in advance before your subscription due date. If not, we’ll no longer allow the product changes.
  - If the product you selected is out of stock, you can replace it **ANYTIME** to complete the product quantity you availed.
- **Can the dropshipper edit the SKU?**
  - Alteration and editing of SKU are strictly prohibited.

- **Can the dropshipper edit the product quantity?**
  - Changing the product quantity in the platform is strictly prohibited. The quantity indicated in your platform is the actual inventory we have. Once you increase or decrease the qty, it will have inventory discrepancies and Inspire is not liable for any orders that are out of stock due to the changes in your platform.
- **Who will pick and pack my orders?**
  - Order processing is part of the services offered by Inspire. We will be the ones to do the picking, packing, and dispatching of orders.
- **What happens when I click “Ready to Ship”?**
  - If you have accidentally clicked on Ready to Ship on your Seller Center on mobile or desktop, Inspire will not be able to see it in the line of orders to be fulfilled.
  - The possibility to lose the order and have penalties of Order Volume Limit (OVL) will be implemented by Lazada. Reach out to Inspire support if you have committed this error.
- **Are dropshippers allowed to join campaigns and use Lazada/Shopee Marketing tools?**
  - Yes! You can join campaigns and use marketing tools (such as but not limited to vouchers, free shipping, etc.) as long as you don't sell below the cost of goods.
  - For Flash Sale participation, an email request to join must be submitted for approval with the Campaign Name and nominated product list.

## FAQ

- **Are dropshippers allowed to Lazada’s sponsored discovery?**
  - Our Lazada dropshippers can now access sponsored discovery.
  - Please take note that there are specific criteria that you need to reach before you can access the said feature.

Seller Eligibility Criteria		
1	<b>Seller's tenure with Lazada</b>	Marketplace Sellers > 14 days old LazMall Sellers N/A
2	<b>Seller's Policy Compliance</b>	< 24 non-compliance points
3	<b>Seller Rating</b>	> 70%
4	<b>Daily Cancellation Rate</b>	<= 7%
5	<b>Monthly Cancellation Volume (Order Items)</b>	< 1,000 items
6	<b>Ship On Time</b>	> 70%
7	<b>Returns</b>	< 15%

- **Is there a limit allowed to be RTS (return to sender)?**
  - The rate of returns (i.e., return to seller) must not exceed 15% (Lazada and Shopee) of the total orders.
- **Do all items have a deep inventory?**
  - No, some items don't have a deep inventory.

- **How do we (dropshippers) update product details in bulk?**
  - Dropshippers can export and update products in bulk through the Batch Export and Batch Import under Manage Products. The desired template to be edited must be chosen.
    - i. Go to Products > Manage Products.
    - ii. Click Batch Export.
    - iii. Select "Export Selected Products" (this will show your number of selected items) or "Export All Products" (choose all active).
    - iv. Choose which template you would like to edit and export in a batch.
    - v. Click Export File.
    - vi. Open Downloaded File and start editing.
    - vii. After editing, save the file as-is.
    - viii. Click Batch Upload.
    - ix. Select Upload File and submit the saved file.
    - x. You can see progress under Task Status Column, and you may update the file that fails and upload it again until you get a successful report.
  
- **What should we (dropshippers) do if the items are OS (out of stock)?**
  - Inspire will send an email about the order/s with out-of-stock issues.
  - Along with the email is the replacement for the out-of-stock item/s.
  - Please be informed that you will be the one to coordinate with your customer/s regarding the replacement.
  
- **How often are the stocks being replenished?**
  - As we want you to experience hassle-free transactions, we are doing weekly replenishment.
  - PLEASE NOTE: Imported goods arrive thirty (15-30) days after purchase order.
  
- **Can I purchase items that aren't listed in your catalog and sell them in my store?**
  - Yes, that is allowed. But, you will need to send those products to our warehouse.
  - If your product doesn't sell within 30-days of arriving in our warehouse, a storage fee will be applied. You will need to apply as a supplier.

- **When is the dropshippers payout?**
  - The payout for all dropshippers will be every Friday of the week after all remittances are cleared from the Sellers Center's payout.
  - PLEASE NOTE: All new stores' first payout will take 3 payout cycles from your first week's sales.
- **Is there a summarized SOA provided by Inspire?**
  - You can view and check the summary of transactions on your Seller Center or the Inspire SOA dashboard."
- **Can I purchase items that aren't listed in your catalog and sell them in my store?**
  - Yes, that is allowed. But, you will need to send those products to our warehouse. If your product doesn't sell within 30-days of arriving in our warehouse, a storage fee will be applied. You will need to apply as a supplier.
- **What is the payment cycle?**
  - The payment period covers transactions made from Monday - Sunday, and the payouts are made the Thursday of the following week through online banking transfer (to the account you registered in the app).
  - PLEASE NOTE: Your first payout will be released 3-weeks after your first payment cycle.

## FAQ

- What are the fees that will be charged in my SOA?
  - New Lazada Commission Rates



# ANNOUNCEMENT

## NEW COMMISSION RATES AND BENEFITS FOR MARKETPLACE SELLERS

Please be reminded of these changes on the Lazada Platform, and the additional support we are providing to our sellers starting today, Jan 20, 2022.

**NEW COMMISSION RATES**

Lazada will now be charging Marketplace sellers a **1% commission (VAT-inclusive)** on the sale of items in the platform.

The commission is calculated from the Item Price, minus any seller promotional charges like Vouchers, Coins, and Flexi Combo. For example:

PHP 100.00	Item Price	×	=	PHP 0.92 Commission Fee
- 5.00	Seller Voucher			
- 3.00	Flexi Combo			
PHP 92.00 Net Item Price				

Marketplace sellers who are opted in Free Shipping Max or Cashback programs can enjoy waived (0%) commission. Please read below for more information.

*Note: For sellers who are members of the Online Micro Sellers Marketing Cooperative, the cooperative may continue to charge other fees, depending on their agreement with their members.*

**MORE BENEFITS WITH LAZADA PROGRAMS**

We continue to support our sellers by offering Lazada-subsidized programs that help you increase your traffic and sales.

Effective today, sellers enrolled in Free Shipping Max or Cashback will not only enjoy program subsidies, but also free commission for Marketplace sellers:

	FREE SHIPPING MAX	CASHBACK
Cost to seller for successfully-delivered items	4% participation fee capped at PHP60 per item	2.5% participation fee capped at PHP100 per item
Buyer benefits	PHP50 to PHP120 free shipping vouchers, plus special vouchers on campaign days	10% cashback
Seller savings and benefits	Massive exposure on the platform Up to 80% Lazada subsidy on free shipping and/or cashback costs Up to 8x more sales and 2x more orders	
Additional benefits by January 20, 2022	<b>Waived (0%) commission for Marketplace sellers*</b> <b>Pay only 5% participation fee if you join both programs</b>	

\*Commission will appear in the Account Statement as a credit to be credited to the seller's account on the succeeding payouts  
\*Rates effective from Jan 20 to Mar 31, 2022. A 14-day lock-in period will apply for opted-in sellers. Eligibility rules, terms, and conditions apply

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- Who shoulders the shipping cost of the items sold?
  - There are two ways this works, please see below:
    - Shipping fee (paid by customer) - The customer shoulders the shipping fee by default unless a seller sets a shipping fee promotion. This is calculated based on the package dimensions input by the seller, with the consideration of delivery origin and destination.
    - Shipping fee (paid by seller) - Calculated based on the actual items measured by Lazada/Shopee. This is deducted from the statement of the seller when the calculation is complete. Ideally, both shipping fees should offset each other and should have no impact on your statement of account.

- **Does Inspire have an affiliate program?**
  - Yes! Whether or not you are a subscriber of Inspire, you can sign up to be an affiliate. You will earn 500 PHP for 6 months, granted that the referral is still an active user of Inspire.
- **Can I downgrade my subscription?**
  - Yes, you can downgrade your subscription but you will still follow the same subscription date.
  - You will be the one to delete the products that you don't want in your seller center account and select the number of products to sell based on your new subscription.
  - Contact our customer service and advise us 3 days before your next subscription payment.
- **How do I unsubscribe?**
  - Log in to [www.inspiredropshipping.com](http://www.inspiredropshipping.com) and go to the My Account tab.
  - Click on the My Subscription tab and click "Cancel".
  - Note: You can't get your store when you unsubscribe.
- **Return & Dispute Policy**
  - All disputes, such as return items, shipping fee discrepancies, etc., are handled by Inspire.
  - Inspire will only allow returns for the following reasons:
    - The wrong item was served (with photos as proof).
    - Damaged item served (with photos as proof).
    - Lazada Returned Items - the new partner for drop-off is J&T Express.

- Refer to the example and instructions down below on how to address the said concern with your customer.

Hello Mr./Mrs.\_\_\_\_\_. We are glad to assist you with your concern. Would you mind doing the following instructions below to address your concern?

- Open your Lazada App and Go to Initiate Return.
  - Once I accept your request, go to Return Orders View Details.
  - Choose Shipment and select J&T Express.
  - Present the Tracking Number sent to you by J&T Express as you drop off the item/s.
  - Once we receive the item/s back, Refund will automatically be credited to you as Lazada Wallet or as cash you can encash on any Lazada partners.
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- Lazada & Shopee Terms & Conditions
    - For Lazada's Terms and Conditions, please see [here](#).
    - For Shopee's Terms and Conditions, please see [here](#).