

CopeCart Vendor and Affiliate Agreement

This agreement outlines the **responsibilities, guidelines, and conditions** that vendors and affiliates must adhere to when working with CopeCart. By signing this agreement, the vendor/affiliate confirms their acceptance and commitment to comply with all the terms and conditions stated herein.

Vendor Guidelines

Vendors must adhere to the following guidelines to ensure a smooth collaboration with CopeCart:

1. **Account and Product Setup:**

- Create a new vendor account to list each product and complete the validation process.
- Follow CopeCart's recommendations to implement industry best practices and safeguard both your business and CopeCart.

2. **Product Listings and Policies:**

- Ensure the refund policy on your landing page/website aligns with the policy applied to each product.
- Include the delivery time on the invoice (instructions will be provided by the Support team).
- Add the following statement to all invoices:
"You will receive a shipment confirmation email with a tracking number once your order has shipped. Please allow 24 hours for the tracking information to become active."

3. **Payments:**

- Accepted payment methods: **Credit Card and Invoice.**
- Accepted payment option: **One-Time Payment.**

4. **Customer Communication:**

- Vendors must reply to dispute-related emails promptly and provide all required documentation.
- Use the same customer service email registered in the CopeCart account for all customer communications.
- If a customer inquiry remains unanswered for more than two (2) business days, CopeCart reserves the right to issue a refund to prevent chargebacks.
- CC CopeCart's support team (support-us@copecart.com) on all customer-related emails to ensure proper follow-up.

5. **Shipping and Delivery:**

- Customers must sign upon delivery when receiving the product from the shipping company. Vendors are responsible for ensuring this process is followed.

- Contact the shipping company for more information on enforcing signature requirements.
 - 6. **Refunds:**
 - Partial refunds must be requested through the Support team.
 - 7. **Compliance:**
 - Vendors are responsible for ensuring affiliates are fully informed of the guidelines and policies and must enforce compliance consistently.
 - 8. **Violation and Penalties:**
 - Any violation of the above terms will result in **immediate product termination** on our platform under a zero-tolerance policy.
 - Vendor payouts may be blocked if the **chargeback rate exceeds 1%**.
 - 9. **Policy Updates:**
 - CopeCart reserves the right to update these guidelines at any time to enhance collaboration. All changes will be communicated in advance.
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Affiliate Guidelines

Affiliates must adhere to the following guidelines to maintain their eligibility to promote products on the CopeCart platform:

1. **Account Setup:**
 - Create a new affiliate account to promote each product and complete the validation process.
 - Affiliates must create a **new account** for each product they wish to sell.
Note: If sales are made using an account created before the product was listed, payouts may remain blocked to prevent confusion.
2. **Compliance and Payouts:**
 - Affiliate payouts may be blocked if:
 - Customers report being misled about the product's monetary value, cash-out potential, or financial benefits.
 - Customer complaints reference public figures, government entities (e.g., the Trump Organization, Donald Trump, the U.S. Government, TRB), or other sensitive entities.
 - The chargeback rate exceeds **1%**.
 - Affiliates must ensure their bank account is eligible to receive payouts from CopeCart. If the current account is ineligible, alternative bank details must be provided. Payouts will remain on hold until this is resolved.
3. **Commission Limits:**

- Affiliates: Maximum commission of **80%**.
- JVPs (if applicable): Maximum commission of **50%**.
- 4. **Account Integrity:**
 - Account name changes are **strictly prohibited** under all circumstances.
- 5. **Policy Updates:**
 - CopeCart reserves the right to update these guidelines at any time to enhance collaboration. All changes will be communicated in advance.

Acknowledgment and Agreement

By signing this document, I hereby acknowledge that I have read, understood, and agreed to all the terms and conditions outlined above. I understand that any violation of these terms may result in **blocked payouts, product termination, or account suspension**.

Vendor/Affiliate Information:

- **Name:** _____
- **Signature:** _____
- **Date:** _____

CopeCart Representative Information:

- **Name:** _____
 - **Signature:** _____
 - **Date:** _____
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