

## **VENDORS FAQ'S RELATED TO PAYMENT:**

### **27. When should I make the payment?**

ANS: Vendor can make the payment during the trial period or on the expiry of trial period.

**Once trial period is over you will be redirected to membership(subscription) page for payment or renewal after login, account features will not be accessible and any business information listed till expiry will NOT be visible to public until payment made.**

### **28. What happens if I do not make the payment within 10 days or more after the expiry of the trial period?**

ANS: Once trial period is over you will be redirected to membership(subscription) page for payment or renewal after login, account features will not be accessible and any business information listed till expiry will NOT be visible to public until payment made.

### **29. What is the mode of payment?**

ANS: Our dedicated payment gateway partner is CC avenue- Indian vendors and PayPal For International Vendors. You can make payment using the options available at the CC Avenue or PayPal.

### **30. What if I do not have net banking/debit/credit card?**

ANS: We accept the payments only through the options available at our payment gateways.

### **31. Is cash accepted as a mode of payment?**

ANS: No, refer FAQ 30.

### **32. What are the details to be submitted for making payment?**

ANS: As per the payment gateway policies/form (CC Avenue) or PayPal as the case maybe.

### **33. What payment gateway is WE-LINKI using? Is it Secured?**

ANS: CC avenue and PayPal are recognised and standard secured payment gateways adopted by various big companies and brands.

### **34. What are the various Payment Packages?**

ANS: There are no separate payment packages or premium packages. We charge the same price for all our vendors as we believe in equality and do not promote price discrimination. We charge one-time annual subscription fees, which has to be renewed annually every year.

### **35. What if I do not want to list for whole year but only for some months or days, will the annual charges be less or revised to monthly charges?**

ANS: **Your vendor profile will be visible for whole year so why waste this great opportunity.** Nevertheless, we would suggest to keep your vendor profile active for whole year by just providing the email id, phone number and one social media link. You can also keep your account active through social media links.

**VIDEO-** We also provide you the facility of choosing the time duration for which your video posts are viewable by the public. Please note you can decide months or days or full year for each video posted.

**IMAGE-** You can regulate your time duration for images by posting or deleting images at your discretion.

If, you still do not want to keep your profile active just by listing email, phone number or few links(optional) for whole year. **We will charge the same price whether for months or whole Year-So, we leave it to you to decide if you want to list for months or whole year.**

**36. Is there any refund or cancellation policy? Or What to do if there is any technical glitch related to payment?**

ANS: No, payment once made will not be refunded. If there are any multiple payments for one registration by mistake or technical glitch, the extra amount will be refunded. You can contact us through Feedback Form in the home page with the necessary relevant details like bank account details, proof of extra amount paid, amount paid but not reflecting in membership page by sharing relevant screenshots/images.

**37. Will I get invoice for the payment made?**

ANS: Yes, you will receive the invoice through email (If you provide GSTIN, B2B Invoice will be sent where you can take Input Tax credit & other cases B2C invoices will be sent)- Relevant for Indian Vendors and For International Vendors the subscription price is all inclusive of taxes.

**38.Does the annual subscription fee (one-time payment) include the necessary charges and taxes?**

ANS: It is one-time annual payment to be renewed every year. In the membership page you can view the breakup of the amount charged. You will also receive the breakup of the amount and the tax charged in the invoice as well- relevant for Indian Vendors and For International Vendors the subscription price is all inclusive of taxes.