|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1.** | What percentage do you sell to  | Business |      % | Public |      % |
| **2.** | Do you have a retail location? | Yes | [ ]  | No | [ ]  |
| **3.** | What percentage of sales will be from  | Mail |      % | Retail location |      % |
|  | Telephone |      % | Internet |      % |
| **4.** | Do you sell a service or product? | Service | [ ]  | Product | [ ]  |
| **5.** | What is the physical address of your business? |  |
|  |       | State |       | ZIP |       |
| **6.** | Is the product stored at the above address? | Yes | [ ]  | No | [ ]  |
| **7.** | If not stored onsite, please provide address where product is held. |  |
|  |       | State |       | ZIP |       |
| **8.** | Do you own the product/inventory? | Yes | [ ]  | No | [ ]  |
| **9.** | Do you sell  | Nationally | [ ]  | Locally | [ ]  |
| **10.** | Who is your current bankcard processor? |       |
| **11.** | How many chargebacks did you have for the previous year? |       |
|  | What was the total dollar amount for those chargebacks? | $      |
| **12.** | When do you charge the customer? | Shipment | [ ]  | Order | [ ]  |
| **13.** | How many days from the time of order does it take to deliver merchandise to the customer? |
|  | 1–7 days | [ ]  | 8–14 days | [ ]  | 14+ days | [ ]  |  |
| **14.** | Are any other companies involved in the accepting, shipping, or fulfilling the service or product or the billing of the customer (i.e. fulfillment house)? | Yes | [ ]  | No | [ ]  |
| **15.** | If yes, who are they and what do they do? Use a separate sheet if necessary. |
|  |       |
| **16.** | How do you advertise? (Catalogs, magazines, TV, Internet, etc. List all that apply.) |
|  |       |
| **17.** | Please describe your refund policy. |  |  |
|  |       |



Internet / MOTO Merchant Questionnaire