

Internet / MOTO Merchant Questionnaire

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 _____ N/A _____
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.
