

## Visualsoft Lite FAQ's

1. **CAN I SEE AN EXAMPLE OF WHAT MY WEBSITE WILL LOOK LIKE?**

Yes - This is the template your website will be built on

<https://edithstore.vscommerce.co.uk/>

2. **CAN I CANCEL THE AGREEMENT DURING THE 6-MONTH TRIAL?**

Yes - You can cancel anytime throughout the agreement (including the trial period) by giving 30 days written notice. If no sales have been processed through the platform you will not be charged.

3. **DO I HAVE TO PAY ANY OTHER FEES TO VISUALSOFT OTHER THAN THE 5% COMMISSION ON SALES?**

No - Unless you wish to purchase any other service from Visualsoft (e.g marketing services) then you will only pay commission on sales that go through the Visualsoft platform.

4. **CAN I PROCESS ORDERS OVER THE PHONE USING THE VISUALSOFT ADMIN?**

Yes - You can use the offline order facility within the Visualsoft platform to process orders.

5. **WILL I BE CHARGED COMMISSION ON OFFLINE ORDERS?**

Yes - If you are using the Visualsoft admin to process orders you will be charged 5%.

6. **CAN I USE MY OWN VANITY URL RATHER THAN IT ENDING IN .visualsoft.co.uk?**

No - with the VS Lite solution your store name will prefix .visualsoft.co.uk

7. **HOW IS THE 5% COMMISSION CHARGE CALCULATED?**

Our research shows that many service providers use GMV (Gross Merchandise Value) to calculate charges, however, as GMV doesn't factor in discounts, shipping, tax, refunds, returns, etc, we've taken the decision NOT to strictly use GMV. Instead, we only charge a commission on successful sales, which is sale price including VAT, and excluding delivery and returned orders.

8. **IS THE COMMISSION RATE NEGOTIABLE?**

No - On the VS Lite solution, the 5% commission rate is applicable.

9. **WILL MY BUSINESS BE CHARGED 5% COMMISSION ON RETURNED ORDERS?**

No - Unlike many other providers, we only charge a commission on successful sales, which is sale price including VAT, and excluding delivery and returned orders - we'll credit you for returned orders where proof of return is provided.

10. **IS COMMISSION CHARGED ON SALES RESULTING FROM EXTERNAL CHANNELS AND/OR EXTERNAL MARKETING EFFORTS?**

Yes - any sale processed through the Visualsoft platform will incur a commission charge.

11. **IS THE WEBSITE SECURE?**

Yes - The platform is fully PCI Level 1 compliant.

12. **DO I GET TRAINING ON HOW TO POPULATE THE WEBSITE AND USE IS?**

With the VS Lite solution, you get access to online walkthrough demos which are accessible in the help section of your store's admin.



13. **CAN I UPGRADE THE FUNCTIONALITY ON THE WEBSITE AT A LATER DATE?**

Yes - The VS Lite solution is a fixed template where you are able to upload your own promo imagery and add CMS pages if needed. However, we have features and functionality for all size businesses which you could upgrade to at a later date if required.

14. **DO YOU OFFER ANY OTHER E-COMMERCE SOLUTIONS?**

Yes - If you are serious about growing your business online then Visualsoft offers other packages which maybe be more suitable. For more information please contact us here <https://www.visualsoft.co.uk/contact/new-project>

15. **I STILL HAVE FURTHER QUESTIONS WHO DO I CONTACT?**

If you do have any further questions please contact [partnerships@visualsoft.co.uk](mailto:partnerships@visualsoft.co.uk) and one of the team will respond.