

Set up the vendor account correctly

Preparation

After you have registered on our site, we will create the vendor account for you.

As soon as we have set up the vendor account, you will receive an email with the access data.

How do I set up the account?

Step 1: Provide Information

1.1 Download our "[Shipping & Returns](#)" form. Please fill in this form so that we can determine the freight costs and return conditions for the European countries. Later you can change the shipping costs and all other parameters on your own.

1.2 Please send us a logo and a short description of the brand(s) you would like to sell, so that we can create it/them (if the brand does not exist with us yet).

Step 2: Edit profile

Click on the figure icon at the top left of the vendor dashboard → Edit profile

i. For security reasons, please **first** change the password, as this has been assigned automatically by the system.

Fill in all fields here, the delivery address is also the return address, which is displayed to the customer for returns. So enter the address of your warehouse here.

i. Multiple profiles can be created if, for example, staff members are to have their own access. Please write to us in this case.

Step 3: Vendor account

Click on the figure icon at the top left of the vendor dashboard → Vendor account

The vendor account consists of four areas, which can be selected via buttons at the top.

General: Please enter the company's information here.

Important:

Connect your Stripe account - you will find this option at the bottom of the "General" page.

Logos: Here you can upload a logo for the customer area and a logo for invoices.

Vendor plan: Here you can see which vendor plan is currently active for you. Feel free to write to us if you would like to change it.

Legal documents: Please enter the required information in **English** here. If you need assistance with the translation, we will be happy to help you free of charge.