

## DROPSHIPPING

### **WHAT IS DROP SHIPPING?**

Dropshipping is when an Artist(You) fulfills orders from a third party (Montana Arts & Home) and has you ship them directly to the customer. In other words, Montana Arts & Home is responsible for selling your merchandise and you are responsible for shipping to the end customer.

### **BASICS**

When an order is placed through the Montana Arts & Home website, it is immediately routed to you to be packed and shipped. Each order submitted to you for fulfillment will include a packing slip, receipt, and pre-paid shipping and return label.

Artists are responsible for packing each order with the provided Montana Arts & Home receipt, packing slip, and return label. Boxes should be sealed with the provided Montana Arts & Home packing tape, and then apply the prepaid shipping label and ensure pickup or drop off of the package to its designated shipper.

**DROPSHIPPING SUPPLIERS ARE RESPONSIBLE FOR THE MANUFACTURING, STORING, AND SHIPPING OF PRODUCTS - BUT DO NOT DEAL WITH CUSTOMERS DIRECTLY.**

### **ONBOARDING QUESTIONS**

What are your current average delivery times?

What is the average processing time once an order is placed?

What kind of packaging are you using?

Have you facilitated dropshipping before?

Do you offer any sort of custom branding that we could offer to our clients?

Is there a minimum order requirement?

What are your policies on returns, refunds, or defects?

Can you provide high quality imagery of your products or are you able to send a sample to us for photography?

What if we sell out your inventory? How fast are you able to produce new stock?

## **CONNECTING TO OUR STORE /PLATFORM**

You will be granted access to your own panel through our eCommerce platform where you can update inventory , track orders, payment history, and much more.

We will provide a training manual and video for this process, and will be available to assist you wherever needed.

## **FAQ**

### **Who handles customer service and returns?**

Montana Arts & Home will handle customer service and returns - (return policies will be setup with each Artist.

### **Who pays the shipping costs?**

Montana Arts & Home will be responsible for all shipping costs associated with fulfillment and returns.

### **We will work with you to determine:**

- shipping rates & methods
- product weights for shipping
- preferred packaging & sourcing
- delivery and pickup

# Dropshipping Vendor Side



