

COMMISSION SELL/BUY POLICY v2.1

Policy last updated: March 21st, 2024

BY UTILIZING OUR MIDDLEMAN SERVICES, YOU AGREE TO OUR TERMS OF SERVICE AND ALL THE POLICIES STATED ON OUR SITE.

Definition:

Commission sales and buys occur when you and the other party(s) require Sunny Hobbies to act as a middleman, either to handle shipping, transaction financials, or discuss transaction terms.

1. Physical Possession

All items to be commission sold must be in the physical possession of Sunny Hobbies. We will make an effort to sell the item for 100 days before scheduling its return to the original seller. The original seller is responsible for the shipping costs associated with sending the item to Sunny Hobbies and its return. Sunny Hobbies will handle any import taxes for the item when it arrives for sale, but not any duties or any processing fees charged by customs. By default, Sunny Hobbies is not responsible for any loss or damage to commissioned items while in our possession. If you would like to add your item to our business insurance, please consult with Sunny directly at sunny.hobbies@outlook.com. In the event of loss or damage to the item while in possession of Sunny Hobbies, we will make our best effort to reclaim costs for the owner, but any form of financial return is not guaranteed.

2. Early withdrawal

For sellers who send more than five items for sale, and Sunny Hobbies successfully lists the items for sale, early withdrawal within 100 days of listing will incur withdrawal fees. Withdrawal fees are 1% of the in-store listed pricing (which equates to 90% of eBay's listed pricing) of the item withdrawn, with 10cad minimum per item. For example, a card that we assisted with selling for 100cad in store will be charged 10cad withdrawal fees, whereas a card that is 2000cad will be charged 20cad withdrawal fees.

We are not responsible for any return costs associated with returning your withdrawn items or liable for any damage, loss, or theft that may occur after the item leaves the hands of Sunny Hobbies.

3. Payout

Payouts are made on a monthly basis, usually during the first week of the month. The payout covers items sold and confirmed as delivered from the previous month. If an item is shipped without tracking,

the payout will be made approximately 3 months after the item is shipped. By default, all commission sale items will be sent with tracking. We will only ship without tracking if the seller agrees to it.

4. Chargebacks

Sunny Hobbies will handle any chargebacks associated with the sale of the commissioned item. The seller will be paid out as usual, even if the buyer initiates a chargeback, as long as the buyer receives the item and there is a tracking delivery confirmation (if shipped). If there is no tracking available for a shipped package, the seller will not be paid out for the item.

5. Lost or Damaged Items

Sunny Hobbies will handle any lost or damaged items associated with the sale of the commissioned item. The seller will be paid out as usual, even if the buyer claims the item is lost or damaged, as long as the buyer receives the item and there is a tracking delivery confirmation (if shipped). If there is no tracking available for a shipped package, the seller will not be paid out for the item.

6. Returns

In the event that the buyer receives the item and wishes to return it, Sunny Hobbies will make efforts to decline the return. However, if a return does occur, the seller will not receive any payment associated with the original transaction. Upon receiving the returned item, the seller can choose to have Sunny Hobbies withdraw the commission. Any fees associated with returning the item back to the seller will be paid by the seller.

7. Commission Buy Scenario

All the policies mentioned above apply to commission sales. In the case of commission buy, Sunny Hobbies will search for the requested item. If the item is found, full payment by the buyer must be made before Sunny Hobbies completes the transaction with the seller. Any shipping and import-related fees associated with delivering the goods to the buyer after it arrives at Sunny Hobbies must be paid by the buyer. Any import duties and processing fees associated with Sunny Hobbies receiving the commission-bought item must also be paid by the buyer.

Fees (in CAD units)

Minimum: \$30 per item if the commission-sell item is sold on non-eBay platforms. If commission buying, the minimum is \$30 regardless of the purchase platform.

5% of the gross transaction total (including shipping and any other applicable fees).

If the item is sold on eBay, the fees are 7.5% of the total gross transaction, with a minimum of \$10 per item. Platform fees also apply during the payout deduction. **Owners can request to have their items sold only on eBay.**

Special Situations:

If the transaction involves trades + cash, it will be handled on a case-by-case scenario. Please discuss the specifics with Sunny at sunny.hobbies@outlook.com.

If the transaction between the buyer and seller is within the same country other than Canada, and at the discretion of the seller, the item can be shipped directly from the seller to the buyer. In this instance, it is crucial that the seller fully insures the item prior to shipping. The seller will be responsible for initiating the insurance process if the transaction is faulty.

We reserve the right to update or modify our policies at any time without prior notice. It is your responsibility to review these policies periodically to stay informed of any changes. We will, however, update our email subscription with any major changes in the policies. Please consider subscribing to our mailing list. The date of the last update will be indicated at the top of each policy.