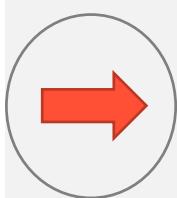


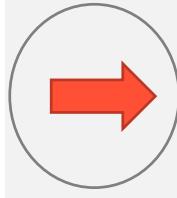
MYER MARKETPLACE

SELLING GUIDELINES

HOW TO USE THIS GUIDE

 These standards have been developed to ensure suppliers meet Myer Marketplace Selling Guidelines when selling on Myer.com.au.

 **AIM:**
To provide any easy understanding of Myer Marketplace Selling Guidelines covering key items such as Product Listing Standards, Delivery Standards & Delivery Proposition, Returns & Refunds, Customer Service & Privacy Standards.

 **APPLICATION:**
This guide is applicable for all suppliers who enter into a Supplier Agreement with Myer to sell their product on Myer.com.au.

OUR PRIORITIES

- Orders picked and dispatched within 2 business days.
- Delivery to customers to be made within Myer delivery standards of 7 business days from dispatch, Australia Wide*.
- 30 day change of mind returns^, and all terms of the Myer returns policy <https://www.myer.com.au/content/returns-policy>
- Accurate inventory.
- Accurate product content.
- Competitive pricing on products sold by the supplier on other channels.
- Reputable Tier 1 transport provider.

* 7-10 business days for regional Western Australia, QLD and Nth Territory. Business days defined as Monday to Friday.
^ Exclusions apply, please refer to Myer Returns Policy for full listing of exclusions.

ONLINE PHOTOGRAPHY & COPY COMPLIANCE



Myer customers expect a certain consistent standard when it comes to the way we present product online. Images and product attributes need to meet the following guidelines to be published online.

ONLINE PHOTOGRAPHY & COPY GUIDELINES:

This guide sets out Myer's Technical, image and cropping requirements for each Supplier accreditation level.

- Images must be supplied as jpeg's.
- Images must be cropped to Myer specs with correct aspect ratio of 45:58 and should be Myer-website-ready. Refer to page 5 of the category links below for more technical details.
- Should the supplier not want the model to be recognisable, the supplier must crop the images before submitting (ie: between the nose and lips and to the garment length)
- For all make-up products, swatches must be provided.
- Click on the relevant category below to understand the requirements per category:

*Please note if you cannot find your category it will be under General Merchandise

The below links will provide you guides on Myer's Technical, image and Cropping requirement per category:

[Accessories](#)

[Beauty and Fragrances](#)

[Clothing](#)

[Electrical](#)

[Footwear](#)

[General Merchandise](#)

[Home](#)

*Myer reserves the right to change these Myer Marketplace Guidelines at any time.

SHIPPING COMPLIANCE

The delivery guidelines are a non-negotiable term of being a supplier on Myer.com.au. These guidelines must be met and maintained to ensure all deliveries are consistent for all products sold on Myer.com.au.

SHIPPING COMPLIANCE:

- Ship all orders within 2 business days of receiving the order
- Maintain a 95% fulfilment rate
- Suppliers must provide valid tracking numbers for all orders
- Suppliers must provide the shipping notification (tracking number) via the Marketplacer portal or your integration platform as soon as an order is dispatched
- All orders must be delivered Australia wide within 7 business days[^]
- Use a reputable transport provider
- Ship all orders in safe and secure packaging to prevent damage in transit*
- Ship within Myer's Packaging Guidelines

SHIPPING COSTS:

- Myer Marketplace Suppliers trading on Myer.com.au are unable to collect supplier shipping fees
- Items must be flagged as 'standard' shipping or 'Big and Bulky' when the product is registered
- Big & Bulky applies to all products that are >22kgs and >1.05m in any one dimension

SUPPORTED CARRIERS:

- ADSOne
- Allied Express
- Aramex (Fastway)
- Australia Post
- Border Express
- Couriers Please
- DHL
- Direct Freight Express
- DIRECT FRT
- E-go
- FedEx
- FourPXStandard
- Fusion
- Hubbed
- Hunter Express
- iCumulus
- LyneConnect
- LynePlus
- Neway Transport
- Northline
- Sendle
- Star Track
- TNT
- Toll
- UPS

Please notify your Myer Marketplace contact if you do not find your carrier above.

*Standards apply to packaging please refer to The Myer Market Packaging Guide.

[^]7-10 business days for regional Western Australia, QLD and Nth Territory. Business days defined as Monday to Friday

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RETURNS & REFUNDS



To improve conversion and build trust with our customers all Suppliers are required to adhere to Myer's Return Policy.

RETURNS PROCESS:

- All Suppliers must agree to Myer's 'Change of Mind' policy found here; <https://www.myer.com.au/content/returns-policy>*
- Please familiarise yourself with the Myer Returns Policy
- All Suppliers must follow the ACCC guidelines for Australian consumer law and associated regulations in respect to accepting return of faulty or inferior products or services
- All non Big & Bulky returns will be sent back to the Suppliers nominated returns location at Myer's cost
- All Big & Bulky returns will need to be collected by the Supplier from the specified Myer DC at the Suppliers cost
- Any incremental shipping cost incurred by a Supplier to collect an item that is faulty, inferior or the incorrect item will be funded by the Supplier

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RETURNS & REFUNDS

RETURNS VIA MYER STORES:

The Myer store network provides customers the convenience of returning online purchases to any Myer store Australia wide. All standard delivery* purchases made on Myer.com.au, regardless of the Supplier can be returned to Myer stores.

When a Myer.com.au order is returned to a store the Myer Team Member will follow this process:

- The customer must provide satisfactory proof of purchase
- The Team Member will process a refund back to the method of purchase
- The item will be returned back to the Suppliers nominated return address at Myers cost
- Returns will be consolidated and returned to you in bulk

While every attempt will be made to ensure the safe return of goods to suppliers, Myer accepts no responsibility for items lost or damaged in transit to you via post.

*Standard delivery excludes Big & Bulky

RETURNS VIA AUSTRALIA POST:

Customers have the option of returning online purchases via Australia post, parcel point or by contacting the Myer Customer Service department.

BIG & BULKY RETURNS:

- If a customer needs to return a Big & Bulky item that cannot be sent via Australia Post, the Supplier will need to arrange collection of the item within 3 business days of being notified by Myer Customer Service, the cost of collection will be funded by the Supplier
- If the item is incorrect, faulty or inferior the Supplier will need to arrange collection of the item within 3 business days, the cost of the collection will be funded by the Supplier
- High return rates are a poor reflection on the quality of product or service offered by suppliers and has a significant cost to Myer and may result in your product listings being suspended. This will be assessed on a case by case basis

RESTOCKING FEES:

- Unless otherwise agreed by Myer, the Supplier will not charge restocking fees for Merchandise that is returned in accordance with the Myer Returns Policy.

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CUSTOMER SERVICE & PRIVACY STANDARDS



As a Supplier on myer.com.au you must adhere to Myer's agreed levels of Customer Service.
You must also adhere to Myer's customer privacy policy.

CUSTOMER ENQUIRY:

Customers will contact the Myer Customer Service team with any online purchase enquiries.

These enquiries will be sent to your Customer Service department to be resolved.

Response time expectations:

- Respond to any enquiry within 1 business day*, wherever possible with an agreed customer outcome
- Acknowledge and consider customer rights in compliance with the law.
- Adhere to privacy and consumer laws
- Always respond in line with the Selling Guidelines and any applicable Myer policy

COMPLAINTS

- Complaints are a poor reflection on product or service quality and have a significant cost to Myer
- Myer reserves the right to suspend product listings if customers are continuously being unsatisfied with a Supplier's product or service
- Should a customer contact you directly, please ensure you direct them to the Myer Customer Service Centre **13 69 37**

*Business day is defined as Monday to Friday

CUSTOMER DATA:

All specific customer data collected by Myer is retained confidentially and will not be shared with Suppliers apart from the data necessary to fulfil orders via the portal.

- The data sent to you for the purpose of fulfilling orders may not be stored and used for the purposes of sending marketing material to those customers.
- Any data you do collect about a customer as part of your fulfilment duties must be stored in a secure way so as to protect the customer's privacy in line with our privacy policy published online.

For further information regarding your privacy obligations, please refer to your Supplier Agreement. If you have any doubts regarding the use of customer data in your role as a Supplier on the Myer Marketplace, please speak to your Myer Marketplace Contact

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