









SCALE YOUR BUSINESS GLOBALLY

Newegg Global is a cross-border selling program designed to make it easy for you to sell Products to new customers from around the world. Qualified sellers can list their products across more than 80 countries. Access to a number of tools from fulfillment to marketing that enables you to quickly scale with ease.








AFRICA

 Algeria	 Egypt	 Kenya	 Morocco	 South Africa
 Nigeria	 Tanzania	 Uganda		

ASIA

 Hong Kong	 India	 Indonesia	 Japan	 Kazakhstan
 Macau	 Malaysia	 Philippines	 Singapore	 South Korea
 Sri Lanka	 Taiwan	 Thailand	 Vietnam	

CENTRAL AMERICA & CARIBBEAN

 Costa Rica	 El Salvador	 Honduras	 Jamaica	 Dominican Republic
 Nicaragua	 Panama			

EUROPE

 Austria	 Belgium	 Bulgaria	 Croatia	 Czech Republic
 Denmark	 Finland	 France	 Germany	 Greece
 Hungary	 Ireland	 Italy	 Latvia	 Lithuania
 Luxembourg	 Monaco	 Netherlands	 Norway	 Poland
 Portugal	 Romania	 Russia	 Serbia	 Slovakia
 Slovenia	 Spain	 Sweden	 Switzerland	 Turkey
 United Kingdom				

MIDDLE EAST

 Bahrain	 Israel	 Jordan	 Kuwait	 Oman
 Qatar	 Saudi Arabia	 United Arab Emirates		

NORTH AMERICA

 Mexico	 United States
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*China will be available to approved sellers starting September of this year.

**Brazil will be available to all sellers in the near future.

How it Works



1

Login to your Seller Portal



2

Setup your preferred international shipping method (local fulfillment centers, Shipped by Newegg, or utilize existing fulfillment centers)



3

Define your international shipping rates, return policy, return address and customer contact information



4

Select which products you want to sell internationally

Newegg Simplifies Fulfillment

Getting your products to customers promptly is an important part of creating a great buying experience.

Shipped by Newegg (SBN) – You can utilize Newegg's order fulfillment service designed to save you time and money. Newegg's robust fulfillment infrastructure can pick, pack, and ship international orders on your behalf. In addition, Newegg can handle returns and provide customer service for any SBN order.

For more information and rates on SBN, see [here](#).

Shipped by Seller – You can ship products directly to your customers using your preferred carriers provided that they have the ability to ship the package internationally and can deliver the order within the committed delivery time.

Customer Service & Return

Newegg has set high standards for itself and our sellers when it comes to taking care of our customers. Providing excellent customer support and an easy process for returns are critical for our shared success.

International returns are subject to the same requirements as domestic returns, we ask you to provide a minimum 30-day guarantee behind each order. International returns are only covered by refund, customers are not provided with an option for replacement.

Shipped by Newegg (SBN)

For products that are fulfilled through Shipped by Newegg, Newegg will be the party responsible for approving and processing customer returns on your behalf.

We provide basic customer service including order confirmation, status update, tracking information and return instructions. Newegg customer service is available in local languages through email and chat, with selective countries offering local language phone support.

Shipped by Seller

As a seller, you have the ability to set up your own return policy and instruction to customers, as well as a restocking fee of up to 30%.

Newegg requires all customer refunds to be made within 10 business days of receiving customer's returned product(s). If refund is not made and/or a resolution between customer and seller has not been reached, Newegg will step in and resolve the matter at our discretion.

When listing your products internationally and fulfilling orders on your own, you must either provide customers with a local return address or provide clear instruction and an easy way for customers to return the product back to shipper. Newegg requires you to offer free return shipping on international orders if item received by customer is "defective", "item shipped to customer did not match what was shown on the website", or "wrong product was shipped by you".

For items shipped by seller, you are responsible for customer service. For any inbound customer inquiries or questions, we require that you respond to all messages within 48 hours or before the end of the next business day, whichever comes first.

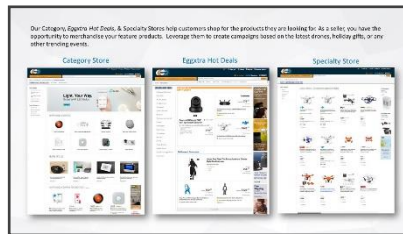
Get your listings seen

When expanding your business internationally, Newegg knows that getting your products seen and converting sales is a priority. As a valued Newegg Seller, you have access to a number of marketing and merchandising tools that enable you to reach across borders effectively.

Homepage



Category & Specialty Stores



Promotional Email



GameCrate



Social Media



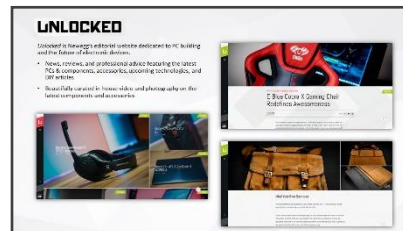
Video Production



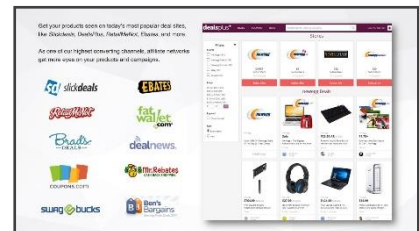
Unscrambled



Unlocked



Affiliates





Customs Duties and Import Taxes, Simplified

Newegg will calculate and charge customer for customs duties and any applicable taxes at time of order checkout. If you are shipping the order directly to the customer, Newegg will remit the full amount back to you during regularly scheduled payments.

If you are the party shipping the order, make sure the outbound package is shipped with the proper customs labels and clearance forms to ensure a smooth delivery to the customer. If packages are held or delayed through the customs clearance process, you as the shipper of record are responsible for contacting the appropriate customs agency and notifying the customer of delivery delays.

We require all packages be trackable during transit and to ship with customs duties and taxes prepaid (Delivered Duty Paid, or DDP). Be sure to take this into consideration when setting up your shipping rate table.

We got your back.

One of our key initiatives is to create a complete cross-border selling solution that allows you to expand your business and sell with ease. Newegg has identified key markets that are cross-border friendly like Australia, Singapore, UK, and others, which Newegg will continue to invest additional resources into, in order to acquire more customers, optimize customer-facing shopping experience, and create impactful marketing tools for you.

Newegg brings international customers to your storefront and product listings, using our reliable US e-commerce platform that you are familiar with.

We are here to take away the complexity and challenges of selling cross-border, so you can focus on scaling your business globally. Join us today.

For more information about Newegg Global, please visit our [Newegg Global Information Page](#), submit your questions [here](#), or [email us](#).