



Frequently Asked Questions (FAQs)

Q: What is Newegg International?

A: *Newegg International is a program that enables sellers to sell and ship U.S. items to international buyers. It is designed to provide you with the same convenient and familiar tools to build a highly scalable business within a short amount of time, leveraging our expertise in handling complexities with cross-border trade.*

Q: Who is eligible to participate in Newegg International?

A: *For the initial launch, Newegg International welcomes all U.S. domestic sellers to participate.*

Q: Which countries can I ship to?

A: *Currently, you can ship to the following countries:*

Ireland, United Kingdom, Netherlands, Poland, India, Singapore, Australia, and New Zealand

There will be Seller announcements as we expand to more regions and countries in the near future.

Q: How do I sign up for Newegg International?

A: *All U.S. domestic sellers (as well as international sellers using our Shipped by Newegg (SBN) fulfillment service) are automatically eligible for Newegg International. Simply follow the steps below to enable international shipping.*

To enable international shipping in Seller Portal (functionality will be available Aug. 15, 2014):

1. Set up international return policy in Seller Portal:

Manage Account > Account Settings > Return Policy and Info > International Shipping

2. Set up international shipping table in Seller Portal:

Manage Account > Shipping Settings > International Shipping

3. Turn on international shipping in Seller Portal:

Manage Account > Shipping Settings > Enable International Shipping

Q: Is there a fee to join Newegg International?

A: *Newegg International is offered free of charge to qualified sellers. (Standard Newegg Marketplace [commission rates](#) still apply.)*

Q: What are my options for shipping?

A: Ship Direct - *You can ship directly using your carrier of choice. You can specify the countries you want to ship to by setting up international shipping tables within Seller Portal.*

Shipped by Newegg (SBN) – *You can also take advantage of Newegg’s fulfillment service to warehouse and process your international orders. Click [here](#) to learn more about Shipped by Newegg (SBN).*

Q: How do I set and manage my international shipping preferences?

A: *You can manage your international shipping tables, create international return policies, set up shipping exclusions, and manage products comprehensively within Newegg Seller Portal, or through data feed and API.*

To manage international shipping preferences within Newegg Seller Portal (functionality will be available Aug. 15, 2014):

1. Set up international return policy in [Seller Portal](#):

Manage Account > Account Settings > Return Policy and Info > International Shipping

2. Set up international shipping table in Seller Portal:

Manage Account > Shipping Settings > International Shipping

3. Turn on/off international shipping in Seller Portal:

Manage Account > Shipping Settings > Enable International Shipping

4. Set up shipping exclusions in Seller Portal:

Manage Items > Item List > All Item > Batch Update Country Exclusion for Items, or through data feed and API.

Q: How do I set up shipping exclusions?

A: *You can manage your shipping exclusions within Newegg Seller Portal, or through data feed and API.*

To set up shipping exclusions within Seller Portal (functionality will be available Aug. 15, 2014):

In Seller Portal, go to **Manage Items > Item List > All Item**, select the option “Batch Update Country Exclusion for Items”, select items which you want to set up shipping exclusions, then click “Go”.

To set up shipping exclusions via data feed/API (functionality will be available Aug. 15, 2014):

Data feed: In Seller Portal, go to **Manage Items > Batch Country Exclusion Update**. Under the Download File Template tab, select preferred template file format, then click the ‘Download File Template’ button to start downloading the template.

API: Please download the latest API guide for details:

https://sellerportal.newegg.com/Guideline/Newegg_Marketplace_API_DeveloperGuide.zip

Q: Are there any items that are prohibited from International Shipping?

A: *Any item that is [prohibited on Newegg Marketplace](#) cannot be shipped internationally through the Newegg International program. Sellers participating in Newegg International are required to comply with all applicable laws and regulations of the United States and those of destination countries. Sellers are solely responsible for meeting all import/export control requirements.*

Q: How do I estimate customs and duties for international shipping?

A: *Newegg International will estimate customs and duties on your behalf during the customer checkout process. However, sellers are responsible for preparing packages to clear customs, including the proper completion of customs labels and clearance forms. If packages are held or delayed through the customs clearance process, it will be sellers' duty to contact the customs agency and to notify affected customers as soon as knowledge of potential delays arises.*

Q: How do I process International Returns? Who pays for return shipping?

A: *In addition to setting up your international shipping table, sellers are required to fill in your international return policy & instructions (separate from U.S. domestic return policy & instructions). This information will be visible to potential buyers in your seller profile and product listing page.*

While Newegg Marketplace does not require sellers to cover return shipping (except on merchandise returned for Defective/DOA reasons), we strongly encourage sellers to provide prepaid return shipping as part of your RMA service to international buyers. Sellers are expected to align with Newegg's customer service standards to ensure 100% customer satisfaction.

Q: How can I learn more about Newegg International?

A: *For more details on Newegg International, please contact your [Newegg Marketplace Representative](#).*