

Selling Used Items on Newegg Marketplace

Newegg Marketplace sellers are now able to sell used items. Listing your used items makes them accessible along with new ones to millions of Newegg customers, allowing customers to find the best product for them.

Specifications	Warranty & Returns	Reviews	Q&A
New Perfect condition. 100	% Guaranteed. Packed in it's or	iginal box.	Shipped by Newegg Ships from China. Most customers receive within 10-20 days.
packaging, upgraded t	emoved from it's original to Windows 10, bench- ted in the original packaging.		Usually ships within 2 - 3 business days.
		See Photos	
Used - Good			Usually ships within 5 - 7 business days.
	Sood condition with moderate v dessionally tested and verified t inal box		Expedited shipping available.

How to Start

Follow the steps below to list used items

- <u>Select qualified product sub-category(s)</u>
- Specify return policy for used items (optional)
- Specify the correct item condition
- Listing Items in used condition

Select Qualified Product Sub-category(s)

Not all product sub-categories are available for used items. Please contact your category managers to obtain the subcategory list before listing items with USED condition.

Specify Return Policy for Used Items (optional)

Dedicated return and refund policies can be specified for used items. You should provide detailed information such as default refund period, default replacement period, and if you withhold a fixed restocking fee from all refunds.

1. Go to Seller Portal > Manage Account > Shipping Settings > Step 3: Return Policy and Info.

← 2 ☆ ★	Shipping S	Settings					
Manage Account		(
Account Settings		C	1	2	3		
 Shipping Settings 		Fulfillme	nt Center	Fulfillment Priority	Return Policy	Return Policy and Info	
Manage Items							
Manage items	Set Fulfill	ment Center					
indiage itemo	Set Fulfill Status	Action	Warehouse Location	Warehouse Type		Shipping D	
Manage Order			Warehouse Location United States(USA)	Warehouse Type Shipped by Seller		Shipping De	
Manage Order Manage Promotion		Action				Shipping De USA USA	
Manage Order		Action	United States(USA)	Shipped by Seller		USA	

2. Under the policy section, select the tab of "Set Individual Return Policy for Used Items".

Shipping Settings			
<u>_</u>			3
Fulfillment Ce	nter	Fulfillment Priority	Return Policy and Info
Select Shipping Destination and Se	et Return Policy and Info		
Shipping Destination UNITED STATES(USA)	Set Return Policy ar For items shipped b Set Customer Re Return to Ship Local Return A Newegg Return	by Seller, do you allow Newegg to genera eturn Address oper @ Address @	ate Return Requests? Yes No
l	Set Customer Service	Info and Return Policy Set Individua	I Return Policy for Used Items

3. Select the correct values that meet your business requirement.

Set Customer Service Info and Return Policy Set Individual Return	Policy for Used Items								
Copy below settings from shipping destination:	Select 🔹								
* Default Refund Period:	30 days after invoice	Ŧ							
* Default Replacement Period:	60 days after invoice	Ŧ							
* Default Restocking Fee:	0.00	% (min:0.00%, max:15.00%)							
APPLY TO ALL Apply return policy to all shipping destinations.									
Set Category Specific Refund and Replacement Period									

4. You can also specify the return period on sub-category levels in case they are different.

Set Customer Service Info and Return Policy	Set Individual Return	Policy for Used Items						
Copy below settings from	m shipping destination:	Select			T			
*	Default Refund Period:	30 days after invoice						
* Defau	Ilt Replacement Period:	60 days after invoice						
* [Default Restocking Fee:	0.00		% (min:0.00%, r	nax:15.00%)			
APPLY TO ALL Apply return policy to all shipping destinations.								
Set Category Specific Refund and Replace		riod of Subcategory			×	:		
✓ Apparel		Belts 8	Suspender	rs(30/60)				
Subcategory:		Return Refund Peri	od: 30 d	ays after invoice	Ŧ			
Belts & Suspenders (30/60) Childrens Activewear (30/60) Childrens Outerwear (30/60)	R	eturn Replacement Perio	od: 60 d	ays after invoice	Ŧ			
Childrens Sleepwear & Robes (30/60) Childrens Special Occasion (30/60) Childrens Swimwear (30/60)				SAVE	CANCEL			

5. Click Next two times then Save to complete.

Specify Correct Item Condition

Identifying the correct condition to each item you list on Newegg.com is an essential step for providing a great shopping experience.

When customers view a product page, they see a general product description along with a set of buying choices. Listings are displayed on the **"Also Available**" section for each product and are grouped to allow customers to select desired item by condition or price.

The following condition types are available:

- New: The product is brand-new and has never been used. It is in manufacturer original packaging, which has not been opened.
- **Refurbished:** The product has been professionally inspected, cleaned, and repaired to meet manufacturer specifications. The manufacturer's or refurbisher's warranty must apply. (NOTE: No used item can be created under Refurbished items)
- Used- Like New: An apparently untouched item in perfect condition. There are absolutely no signs of wear on the item or its packaging. Instructions are included.
- Used- Very Good: item that has seen limited use but remains in great condition.
- Used- Good: The item shows wear from consistent use, but it remains in good condition and works perfectly.
- **Used- Acceptable:** The item is fairly worn but continues to work perfectly. Signs of wear can include aesthetic issues such as scratches, dents, and worn corners.

Listing Items in Used Condition

View the following to get started:

- <u>Step-by-step using Seller Portal</u>
- Batch listing using data feed

Step-by-step using Seller Portal

- Creating items that already exist on Newegg.com
- Creating brand new listings

Creating Items That Already Exist on Newegg.com

 Access Seller Portal then open "Manage Items > Item Creation". Search for existing item using "Or, Find it on Newegg". This will create an item that already exists on Newegg's website. Simply click on Search after entering the item you are looking for.

	newe	gg m	narkei	tpla	ace"	[+] FEEDBACK	.	\geq	٢	?	*
	F 🕄 1	Â	*		Item Creation	☆	Home	>Manag	e Items	> Item Cre	eation
-	Manage Acco	ount			Create an item not currently listed in Newegg	1.com					
	Manage Item	s				,					
	Item Creation	n			Or. Find it on Newegg						
	Item List							SEARCH			
	Ratch Item C	rostin	n/l In		Manufacturer, Manufacturer Part#, Item Description, Newegg Item#, UPC/ISBN		ų	SEARCH			

2. Once you find the item you wish to sell, simply click the "Sell This" button for going to item details. If the "Sell This" button isgrayed out, the category for the item is not open for your account. You will need to contact your Newegg category manager, if you do not know who your category manager is, contact <u>datafeeds@newegg.com</u> for help directing you to your Newegg category manager.

Find it on Newegg				If you can't find the item
N82E16834318788			Q SEARCH	(CREATE A NEW ITEM
All Categories>Text	Search Terms: N82E16834318788			
	Lenovo ThinkPad 11e 20EDS00100 11.6" LE A-Series A4-6210 Quad-core (4 Core) 1.80 G Black Manufacturer: Lenovo Manufacturer Part#: 20EDS00100 UPC/ISBN: 889233743294 Item Condition: New Subcategory: Computer Hardware > Notebooks Packs or Sets: 1		MD	SELL THIS
		Total Count: 1	« ‹ 1	> > Per Page: 5 ¥

3. In the "Basic Information" section, select the condition value from the drop-down menu of "Item Condition".

Basic Information	Specific Informatio	n Detail Information	Price;Inventory;Ship	ping and Images		
Your Item Catego	ory On Newegg: C	omputer Hardware > Note	books			
* 😮 Item (Condition: New		v			
* 😮 Website Sł	hort Title: New	New				
(Max. 200 ch	used - L					
、	Used - \	ery Good				
* Manu	ufacturer: Used - 0	ood				
	Used - A	cceptable				
* Manufactur	rer Part#: 20EDS00	100				

4. Enter the comments that describe the condition of your item, optional.

Bas	ic Information	Specific In	formation	Detail Informatio	n Price;Inver	ntory;Ship
Yo	ur item Catego	ory On New	/egg: Com	puter Hardware > N	otebooks <u>Not N</u>	lotebooks
	* 🕄 Item	Condition:	Used - Like	New		Ŧ
	Conditio (Max. 200 ch	n Details: naracters)	Like new a	and no scratch on	monitor screer	ı

5. In the "Price;Inventory;Shipping and Images" section, you can upload images to help describe the items you are selling. You have the option to upload up to 6 images to display your items.

Basic Information	Specific Information	Detail Information	Price;Inventory;Shipping and Images	
NO Picture	e	Manufactur Manufacturer Par UPC/ISE	t#: 20ED \$00100	
		Commission Ra Commission Fee(\$ US		
Item Images Used Item	Item Images – Used Iter Image Review Drag		. Each item can only upload 7 pictures	

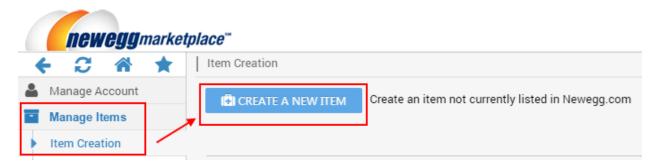
6. Set price and inventory, and select a proper shipping method.

pecific Information	Deta	ail Information	Price;Invent	Price;Inventory;Shipping and Images				
Manufac Manufacturer F UPC/ Commission Commission Fee(\$ Website Short	Part#: ISBN: Rate: USD):	Lenovo 20ED \$00100 889233743294 10.00% 55.00 Lenovo ThinkPa 20ED \$00100 11 LED Notebook -	.6"	 * Seller Part#: OMSRP(\$ USD): * Selling Price(\$ USD): See the Volume Discount OMAP Price: 	used001 N/A 550.00 N/A			
	A-Series A4-62 Quad-core (4 Co 1.80 GHz - Grap Black <u>More Informatic</u>	bre) hite	 Inventory: Shipping: 	Checkout MAP 😧 1 Default				

- **7.** Carefully review the information entered to ensure it is correct. Please note that item condition cannot be edited once an item is created.
- 8. Click "Submit" to complete.

Creating Brand New listings

 Access Seller Portal then open Manage Items > Item Creation. Click "Create a New Item" to create a new listing on Neweg.com.



2. Select the correct industry and sub-category for your item.

0	Please	select	the	industry	and	subcategory	Į.
---	--------	--------	-----	----------	-----	-------------	----

	Network - Wireless Adapters
Appliance (55)	
Arts & Crafts (13)	Network - Wireless AP/Bridge PREMIER
Auto & Hardware (183)	Network - Wireless Routers PREMIER
Baby (32)	Network Connectors/Adapters
Bags & Luggage (5)	Notebook Batteries / AC Adapters PREMIER
Beauty (22)	Notebook Cases PREMIER
Books, Media & Entertainment (1)	Notebook Cases - For Her
Camera & Photo (21)	
Cell Phone Accessories (10)	Notebook Port Replicators / Docking Stations
Computer Hardware (247)	
Consumer Electronics (142)	Notebooks PREMIER
DVD & Videos (1)	OEM Warranty
Health & Personal care (29)	Parallel / Ext. Solutions Paraller
Home & Living (101)	PC Cards / PCMCIA Modern and Network Devices
Home Improvement (120)	REMIER
Industrial Supplies (0)	PC Cards/PCMCIA Add-on Cards PREMIER
	→ CONTINUE CANCEL

3. On the "Basic Information" section, select the condition value from the drop-down menu of "Item Condition".

Basic Information	Specific Information	Detail Information	Price;Inventory;Ship	ping and Images
Your Item Catego	ry On Newegg: Co	mputer Hardware > Note	books	
* 😯 Item (Condition: New		v	
* 🕜 Website Sh	New			
(Max. 200 ch	Lised - Li	ke New		
(1907. 200 01	Used - Ve	ery Good		
* Manu	ufacturer. Used - Go	bod		
	Used - Ad	ceptable		
* Manufactu	rer Part#: 20EDS001	00		

4. Enter the comments that describe the condition of your item, optional.

Bas	ic Information	Specific Ir	nformation	Detail Information	Price;Inventory;Ship
Yo	ur item Catego	ory On New	vegg: Com	puter Hardware > Not	ebooks <u>Not Notebooks</u>
	* 🕑 ltem	Condition:	Used - Like I	New	Ŧ
	Conditio (Max. 200 ch	on Details: naracters)	Like new a	and no scratch on m	ionitor screen

5. Enter the Website Short Title for your item. Please note: the Website Short Title is designed for new item only. Please do not fill in any used condition related keywords.

Basic Information	Specific In	formation	Detail Information	Price;Inventory;Ship
Your Item Catego	ory On New	regg: Com	puter Hardware > Note	books <u>Not Notebooks</u>
* 😮 ltem	Condition:	Used - Like I	New	v
Conditio (Max. 200 cl	on Details: haracters)	Like new a	and no scratch on m	onitor screen
* 🝞 Website S (Max. 200 cl		Lenovo Tł Notebook	ninkPad 11e 20EDS0	0100 11.6" LED

6. Fill in the Specific Information for your item. Please note: the "Bullet Description" and "Product Description" are designed for new items only. Please do not fill in any used condition related information.

* 😮 Item Dim	ensions(in.):	Length:	20	Width:		12	Height:	:	
* 😯 Item	n Weight(lb.):		3				5		
★ Ite	em Package:	Retail	OEM						
	Description:	4GB M 1366 x Windov	4-6210 1.80G emory 500GB 768 vs 7 Professio onvertible LE	HDD	ook				0
* Product	Description:	reduce and bra 000 cyc cover. F betwee damag	the LCD pane s accidental L ackets have b cles and to wi Reinforced po en anchored k e from a bore one tough ma	CD dam een stre thstand rts and eys help d child's	nage. The hi ngthened, to more force a reduced g prevent ac	nges o las to tl ap cide	s st 50, he ntal		

 "Detail Information" - in this section if the fields do not have values you need you will need to contact our Newegg content team at <u>mktp.content@newegg.com</u> to add the values.

Basic Information	Specific Info	ormation Detail Informatio		Price;Inventor	y;Shipping and Image	s
*	NBB_Color:	Black	v			
* NB	_CPU Type:	AMD A-S	Series 🔻			
* NB_(CPU Speed:	Please S	Select 🔻			
* NB_S	creen Size:	13.3"	Ŧ			
* NB_To	ouchscreen:	No	v			
* NB_Operati	ing System:	Please S	Select •			
	* NB_SSD:	Please S	Select •			
	* NB_HDD:	Please S	Select V			
* N	B_Memory:	Please S	Select 🔻			
* Group N	IB_Options:	Please Select				
Field with blue star identifies the field as a group-by property, a property you can use to group with other variations of the item (example: size and color). It is only required if you wish to group the item with its variations on the website.						
Field in bold text means this property will appear on Newegg Search Navigation as a filter for customers. We strongly recommend sellers to fill these fields to help the customers find your items. See example here.						
Field	with red star id	entifies as	s a required property, p	lease select a pr	e-defined value	
Need Help? Email Ma	ketplaceSuppo	rt@Newe	<u>gg.com</u>		♦ PREVIOUS	→ CONTINUE

8. On the "Price; inventory; Shipping and Images" section, you can upload images to help describe the items you are selling. You can upload up to 6 images to display your items, optional. Please note: the "Item Images" is designed for new items only. Please do not upload used condition related images.

Basic Information	Specific Information	Detail Information	Price;Inventory;Shipping and Images	
NO Pictur	e	Manufactur Manufacturer Par UPC/ISB Commission Ra	1#: 20ED \$00100 IN: 889233743294	
		Commission Fee(\$ US	P): N/A	
Item Images Used Item	Item Images – Used Iter Image Review Drag		. Each item can only upload 7 pictures	

9. Set price and inventory, and select a proper shipping method.

pecific Information De	tail Information	Price;Inventory;Shipping and Images	
Manufacturer Manufacturer Part#: UPC/ISBN: Commission Rate: Commission Fee(\$ USD): Website Short Title:	20ED \$00100 889233743294 10.00% 55.00	* ? Selling Price(\$ USD): 550.00 Pad 11e Discount 11.6" ? MAP Price: * AMD N/A 210 Checkout MAP ? Core) * Inventory: 1 * ? Shipping: Default	

- **10.** Carefully ensure that the information entered is correct. Please note that item condition cannot be edited once an item is created.
- **11.** Click "Submit" to complete.

Batch Listing Using Data Feed

You can create your listings in bulk using the item creation templates. Regardless of the data feed format you decide to use (xls, csv, txt, xml), it is highly suggested to download the template in the MS Excel (xls) format. The Excel Template contains valuable information you will need to properly fill out the data feed.

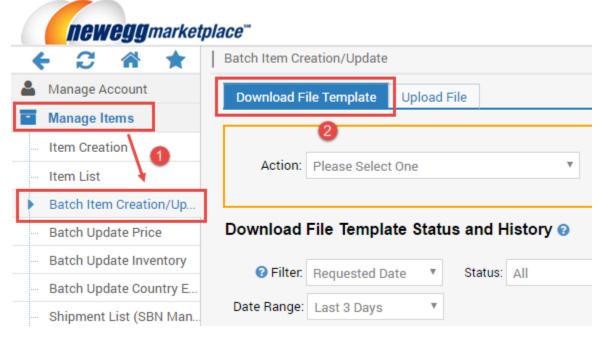
Different templates are available:

• Creating items that already exist on Newegg.com

• <u>Creating brand new listings</u>

Creating items that already exist on Newegg.com, data feed template 2.0:

- 1. Go to Seller Portal > Manage items > Batch Item Creation/Update
- 2. Select the "Download File Template" tab



3. Select the correct Action: "Batch Item creation" from the drop-down menu

Batch Item Creation/Update					
Download File Template Upload File					
Action:	Please Select One			Ŧ	
	Please Select	t One			
	Batch Item C	reation			
Download	wnload Batch Item Update				

- 4. Check the option "Create items that exist on Newegg"
- 5. Select the correct template file format from the drop-down menu
- 6. Click "Download File Template" to download the template.

Batch Item Creation/Update			☆	Home > Manage Items > Batch Item Creation/Update
Download File Template Upload File				
Action Batch Item Creation	•	esoft Excel Format(*.xls) e Select Item Industry e Select Item Category	•	For detailed instructions, download template in MS Excel format(.xls). To upload file for processing, click on Upload File tab above.

- 7. Populate data feed with item related information.
- 8. Save your work after completely populating the data feed. You are now ready to upload your data feed.
- **9.** To upload the data feed file:
 - (a) Go to Seller Portal > Manage items > Batch Item Creation/Update
 - (b) Click on the "Upload File" tab
 - (c) Click the "Select files..." button. Search the data feed file located in your computer.

	F 2 🏦 ★	atch Item Creation/Update	
4	Manage Account	Download File Template Upload File	
	Manage Items		
	Item Creation		
	Item List	Upload File: Select files	
	Batch Item Creation/Up	Open	×
-	Batch Update Price	→ ○ → MarketPlace → Datafeed → test	✓ ☑ Search test ☑
	Batch Update Inventory	Organize ▼ New folder	 Ⅲ ▼ □ 0
	Batch Update Country E	Name ^	Date modified Type
	Shipment List (SBN Man	Libraries	9/30/2015 5:37 PM Microsoft Ex
	Inventory Alert (SBN Ma	Documents	
	Manufacturer	Pictures	
	Batch Update Premier It.	Videos	i i i i i i i i i i i i i i i i i i i
	Batch Set/Update Thirty	1 Computer	
Ъ	Manage Order	Local Disk (C:)	-
Ű	Manage Promotion	₽ programe (\\abs-fp	
ht	Business Report	⊊ P (P:) ⊊ T (T:)	\mathbf{X}
8	Other Reports	v	
		File name: ItemUpdated.XLS	Custom Files
oun	ron u		Open 🚽 Cancel =
			//

(d) Once you have located the file, click **UPLOAD FILES** button.

Select files
ItemUpdated.XLS
UPLOAD FILES

(e) You can check feed status under "Uploaded File Status and History". Please note: processing times may vary depending on size and number of data feeds in process queue.

Batch Item Creation/Update				☆ Home⇒Mana	ge Items >Batch Item Creation/U		
Download File Template Upload File							
Upload File: Select files							
ItemUpdated.XLS ×							
Uploaded File Status and History 🥹							
Image: Last 3 Days V User Image: Image:							
File ID File Name S	tatus Uploaded Date	Uploaded User	Completed Date	Description	Download Link		
37163829 APIAutoFile.xml w	Completed 06/15/2016 14:16	5:49 api@newegg.com	06/15/2016 14:20:10	Total Records:211, Successfully Uploade Records: 60	d <u>>> View Details</u>		
	Completed			Total Pacarde:211 Successfully Liplanda	h		

Creating brand new listings, data feed template 1.0:

1. Go to Seller Portal > Manage items > Batch Item Creation/Update

neweggmarketplace ^{***}							
← 2 ☆ ★	Batch Item Creation/Update						
Manage Account	Download File Template Upload File						
Manage Items							
Item Creation	Action: Please Select One						
Item List							
Batch Item Creation/Up							
- Batch Update Price	Download File Template Status and History 🚱						
Batch Update Inventory	Status: All						
Batch Update Country E	G Filter. Requested Date ▼ Status: All						
Shipment List (SBN Man	Date Range: Last 3 Days						

- 2. Select the "Download File Template" tab
- 3. Select the correct Action: "Batch Item Creation" from the drop-down menu
- **4.** Select the correct template File Format from the drop-down menu.
- 5. Select the correct industry and related sub-category
- 6. Click "Download File Template" to download the template.

Batch Item Creation/Update			☆	Home >Manage Items >Batch Item Creation/Update
Download File Template Upload File]			
Actio Batch Item Creation	Industry:	Microsoft Excel Format(*.xls) Computer Hardware Notebooks	V V V	OWNLOAD FILE TEMPLATE -For detailed instructions, download template in MS Excel format(.xls). To upload file for processing, click on Upload File tab above.

- 7. Populate the data feed with related item information. Please note:
 - The Website Short Title is designed for new items only. Please do not fill in any used condition related keywords.
 - The "Bullet Description" and "Product Description" are designed for new items only. Please do not fill in any used condition related information.
 - The "Item Images" is designed for new items only. Please do not upload used condition related images.
- 8. Save your work after complete populating the data feed. You are now ready to upload your data feed.
- **9.** To upload the data feed file:
 - (a) Go to Seller Portal > Manage items > Batch Item Creation/Update
 - (b) Click on the "Upload File" tab
 - (c) Click the "Select files..." button. Search the data feed file located in your computer.

•	- C 🏦 ★	Batch Item Creation/Update	
4	Manage Account	Download File Template Upload File	
	Manage Items		
	Item Creation		
	Item List	Upload File: Select files	
	Batch Item Creation/Up) Open	×.
	Batch Update Price	→ ↓ • MarketPlace • Datafeed • test	▼ 🚱 Search test
	Batch Update Inventory	Organize ▼ New folder	
	Batch Update Country E		Date modified Type
	Shipment List (SBN Man	Libraries	9/30/2015 5:37 PM Microsoft Exe
	Inventory Alert (SBN Ma	Documents Music	SISCIES SISTING MICHOUTER
	Manufacturer	Pictures	
	Batch Update Premier It.	Videos	
	Batch Set/Update Thirty	1 Computer	
Ъ	Manage Order	Local Disk (C:)	-
Ű	Manage Promotion	rograme (\\abs-fp	
ht	Business Report	⊊ P (P:) ⊊ T (T:)	
	Other Reports	▼ 	
		File name: ItemUpdated.XLS	Custom Files
oan	ana -		Open Cancel

(d) Once you have located the file, click "UPLOAD FILES" button.

n/Update	
emplate Upload File	
Upload Fi	le: Select files
	ItemUpdated.XLS
	UPLOAD FILES

(e) You can check feed status under "Uploaded File Status and History". Please note: processing times may vary depending on size and number of data feeds in process queue.

0	Batch Item Cr	eation/Update						🟠 Home > Man	age Items >Batch Item Creation/U
	Download File Template Upload File								
	Upload File: Select files temupdated XLS ×								
UPLOAD FILES									
Ċ	Uploaded	File Status and History 🤅							
		Requested Date State Last 3 Days	us: All	▼ User					
1	File ID	File Name		Status	Uploaded Date	Uploaded User	Completed Date	Description	Download Link
	37163829	APIAutoFile.xml		Completed with errors	06/15/2016 14:16:49	api@newegg.com	06/15/2016 14:20:10	Total Records:211, Successfully Uploade Records: 60	ed >> View Details

10. To upload the data feed using API Service, please download the latest API development guide for the details: https://sellerportal.newegg.com/Guideline/Newegg_Marketplace_API_DeveloperGuide.zip

Contact Us

For technical questions, please email us at <u>datafeeds@newegg.com</u> For general questions, please reach out to your Category Manager or email us at <u>marketplacesupport@newegg.com</u>