



Q&A: Newegg Canada : The Golden Opportunity for Merchants Today



Q: Newegg is known for CE products. How are you re-branding Newegg in Canada as an "all things" marketplace?

The reason Newegg is known for CE products within Canada is because our foundation was in the consumer electronics/IT market, and we have done very well there. As of 2014 when Newegg Canada Marketplace was established we began our process of expanding the assortment to include products from a variety of categories. By developing these categories vertically and our product range, our marketplace is growing rapidly YOY.

We are slowly growing all General Merchandise categories. This is a long term project, but based on our traffic, our customer base and our on-going marketing we are building the awareness around all these new categories, brands and products. The new categories are very well received and the business is steadily increasing.



Q: How many marketplaces does a vendor need to be participating in order to a fit for ChannelAdvisor?

ChannelAdvisor isn't looking for a number of marketplaces to be a good fit for our model, as much as it's looking for industry expertise. We are a good fit for sellers who are looking to scale up their operations and expand their business so that sellers can spend more time growing that business than managing the details of the day-to-day operations. We recommend reaching out to ChannelAdvisor at marketing@channeladvisor.com to get connected with one of our representatives who will assess your fit. Ultimately, we want to make sure that your business is in a good place so that ChannelAdvisor adds value and not cost.



Q: What are the payment terms you offer?

Sellers are paid on a Net 15 terms for all orders that are shipped and tracking numbers have been keyed into the Newegg Seller Portal. Funds will be deposited directly into your specified account based on how you choose to be paid (direct deposit, Paypal, Payoneer, etc.). If you are already a Newegg seller, it is the same as our US Marketplace side.



Q: Who is the best contact for registering with Newegg Canada?

Mike.T.Kardalos@Newegg.ca



Q: Is there a way we can remove a negative customer review?

Customer reviews cannot be removed or modified by Newegg. The seller needs to make sure the customers are taken care of and solve any issues they are facing.

However, once issues are solved and customers have been taken care of, the seller can reach back to the customers and kindly ask them to modify the bad reviews, as the customers are the only ones who can modify or delete reviews.



Q: What range are your fees or commission?

Commission varies depending on the category, between 8% - 15%. Please check the link [here](#) to see the exact commission rates for Newegg Canada. They are the same for all sellers (regardless of the country of residence).

The commission is the only fee the seller is paying. We do not charge joining fees, monthly fees or any other hidden fees.



Q: We are currently selling on Newegg Canada and have had a couple of our orders auto-void. What is the best course of action when this happens?

The voided orders cannot be brought back to life by Newegg or by the seller. To avoid this scenario the seller needs to make sure the order is shipped out before the auto-void date (each order has this date shown in the seller portal).

The only way of solving this type of situation is for the seller to contact the customer and kindly ask the customer to place the order again.



Q: When selling on the Newegg Canada platform are we getting paid in Canadian dollars or US dollars?

We pay in CAD and also everything sold through Newegg.ca is sold in CAD.

If you have an US bank and USD bank account, the payment will be automatically converted to USD at the exchange rate your bank has for that particular day.



Q: Are there any currency conversion fees?

International wire transfer fees are paid by Newegg with the Newegg Canada bank. If there are additional fees your bank requires, this is something you need to find out on your end.



Q: Who is paying for customs, Newegg or the seller?

All orders must be shipped DDP (Delivered Duty Paid). Please make sure your carrier knows this requirement. Some categories may require custom fees (they are included in the DDP term)



Q: What is the return policy?

Our return policy is 30 days. Sellers can also key in their own return policy in the Seller Portal (if different from Newegg's). Please discuss this with your category manager before moving forward with any changes.



Q: How are lost packages handled if we ship directly?

Lost shipments must be dealt with between the seller and the carrier. In the meantime, the customer needs to be taken care of (as the customer cannot wait for weeks or as long as the resolution will take from the seller side) so we recommend taking immediate action to resolve any issues.



Q: Does Shipped by Newegg (SBN) offer controlled temp and humidity warehousing for otc drug and multivitamins?

Not at this time, but we are certainly looking into this option for the near future.



Q: Is there a partnered carrier option for shipping to Canada using Newegg's shipping account?

Not at this point, we are also working on this option for the near future



Q: Do we get a special price by using your freight forwarder?

The prices sellers will be getting from the freight forwarding company we provided should be extremely competitive. However, we cannot guarantee any kind of pricing as it depends on too many metrics.

The most important thing for you to know is that this company will act as the importer of record for all your shipments into our warehouse. This takes a lot of time and hassle off your hands.



Q: If we want to set up our Newegg Canada account, how can we transfer all our products in one shot from US account?

This can be done quickly by following a simple process. Please follow the instructions [here](#). If you have any issues or questions, please reach out to us and we will be glad to address them.



Q: Regarding payments, I know you spoke about wires, but I understand that you also support Payoneer. How do I get paid via Payoneer?

You would need to have an account with the Payoneer and have all the details entered in the seller portal. If you would like to use Payoneer but do not yet have an account with them, you can find a link to apply for an account in the Seller Portal.



Q: Is there any advantage of becoming a NRI (Non-resident importer)?

It is if you consider doing more business in Canada. If not, if the shipments to our warehouse are done through our freight forwarding partner you do not have to apply for NRI because they will be the importer of record. This means less hassle and time spent dealing with the importation by the seller.



Q: We have developed a new smart home system (IoT) ready to sell next month. I don't have a Newegg account. Can I apply and sell on both US and Canada?

Yes you can. We can easily help you with that. For Canada, please apply at the following links:

[Domestic sellers](#) (Canadian):

[International Sellers](#) (global):



Q: Our products are sold directly to Newegg today. All of our products are fulfilled through Synnex, Ingram, bluestar, and Scansource. How would you suggest to work with them in order to get our products selling on Newegg.ca?

You can list all the products you have in your portfolio. The orders you have can then be fulfilled by any of your partners. It is up to you who fulfills the order, as long as it is done within our time constraints of 3 business days.



Q: Do you have a paid ads program?

We do have several advertising/marketing vehicles that sellers can take advantage of. Once up and running on Newegg.ca you will have a dedicated merchandiser that you will be constantly working with who can help you craft a strategic marketing plan either for your brand or for specific products.

We have both on-site (banner and corporate campaigns) and off-site (Google Shopping, Affiliates, email) marketing opportunities available depending what will work best for your specific situation.



Q: I represent non-USA entity and am amazed what a great opportunity there is in selling on Newegg marketplace. My question is- are we entitled to sell on Newegg marketplace in Canada if we are not entitled to sell as a non-USA and non-Canadian entity? Can we sell in Canada provided that we incorporate new entity in USA?

You can sell your products through Newegg.ca as long as you have a business registration number (in Canada or any other country).



Q: Is there a cut off time when a customer can file a claim for a product? So for example can a buyer come back to file a complaint about a product they purchased and have used?

There is no certain time for filing a complaint about any issues: product, service or anything else. There are fixed terms when it comes to returns and warranties.



Q: Do you have any market for jewelry?

Yes we do. This category is continually growing.



Q: How does Shipped by Newegg (SBN) compare to FBA?

The programs are very similar, but with better pricing on SBN. We have designed the program to be a turnkey solution that not only makes it easy for sellers to handle fulfillment but eases the pains that often come with shipping cross-border. Please see all details on Canada SBN [here](#):



Q: Do you offer a formula so we know how to properly convert our US pricing to Canadian dollars? Or does Newegg Canada transact only in US dollars for US-based businesses?

We can recommend/suggest an exchange rate. Sellers are the final decision makers. The exchange rate can be easily found online or seller can check with their own bank for advice on this matter



Q: How is the shipping cost handled?

Shipping may be paid by the seller. The seller can also charge the customers shipping (if we are looking at individual orders). All orders must be shipped DDP (if coming from an international seller).



Q: What is the fastest delivery time for shipments in Canada and is it reasonable for the customer?

All orders must be shipped out by the seller within 3 business days. We advise customers that the estimated time on standard international shipping would be between 8 and 15 days.



Q: What are your top categories?

IT and CE (consumer electronics) products are our top categories.



Q: I'm already a ChannelAdvisor customer- how do I get connected with Newegg?

Please get in touch with your CA account manager. You can also apply directly [here](#) for Canadian sellers, or [here](#) for US and global sellers.

Or you can reach out to us directly at: Mike.T.Kardalos@Newegg.ca



Q: I'm already selling on your US Marketplace. What do I need to do to get on Newegg Canada?

You can apply directly [here](#), or reach out to us directly at Mike.T.Kardalos@Newegg.ca



Q: How will returns be handled?

For Canadian sellers:

- Returns can be handled by sellers
- Returns can be handled by Newegg

It is up to the seller to decide which option they choose.

For International Sellers:

- The only option is for returns to be handled by Newegg.



Q: What is the competition like in Canada?

Competition in Canada is less intense by comparison to the USA. There is no Rakuten, Jet, Sears marketplace and Wal-Mart marketplace. What that comes down to is a greater opportunity for you to capitalize on a market that has far less saturation, and vast potential.



Q: What are the options for international payment transfers?

Wire transfer, Paypal, Payoneer.