



Merchant Profile Analysis

Please answer the questions as completely as possible. An incomplete profile will delay the processing of your application.

Name of Business: _____

1. Describe **in detail** the products or services you are selling:

2. Explain how and where you advertise your products or services (Please supply examples of any brochures, catalogs, web pages or any other item used for marketing):

3. Describe where inventory is stored and how you fill your orders (if applicable):

4. If your product is drop-shipped, please provide the **name**, **address** and **telephone number** for the company that will be drop-shipping for you:

5. Please explain, in detail, exactly what you will be charging the customer for:

6. For those providing a service, please explain billing policies (**i.e. one time fee or monthly**):

7. How far in advance will charges be made prior to fulfillment (shipping):

8. What is your cancellation policy and how do you advise a customer of your policy?

9. What is your refund policy, how long do your customers have to receive a refund and how should refunds be requested (written, verbal, 30-day etc.)

I/We acknowledge that regardless of the refund/return policy used, My/Our merchant account will be handled in accordance with VISA and MasterCard regulations regarding returns and chargebacks as outlined in the Merchant BankCard Agreement.

Customer Signature: _____ Title: _____ Date: _____

Customer Signature: _____ Title: _____ Date: _____

Should we have a question on any of your answers, what number should we use to contact you? () - _____

Thank you!