

Internet / MOTO Merchant Questionnaire



1.	What percentage do you sell to	Business	%	Public	%
2.	Do you have a retail location?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
3.	What percentage of sales will be from	Mail	%	Retail	%
	Phone		%	Internet	%
4.	Do you sell a service or product?	Service	<input type="checkbox"/>	Product	<input type="checkbox"/>
5.	What is the physical address of your business?				
		State		ZIP	
6.	Is the product stored at the above address?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
7.	If not stored onsite, please provide address where product is held.				
		State		ZIP	
8.	Do you own the product/inventory?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
9.	Do you sell	Nationally	<input type="checkbox"/>	Locally	<input type="checkbox"/>
10.	Who is your current bankcard processor?				
11.	How many chargebacks did you have for the previous year?				
	What was the total dollar amount for those chargebacks?				\$
12.	When do you charge the customer?	Shipment	<input type="checkbox"/>	Order	<input type="checkbox"/>
13.	How many days from the time of order does it take to deliver merchandise to the customer?				
	1-7 days	<input type="checkbox"/>	8-14 days	<input type="checkbox"/>	14+ days
14.	Are any other companies involved in the accepting, shipping, or fulfilling the service or product or the billing of the customer (i.e. fulfillment house)?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
15.	If yes, who are they and what do they do? Use a separate sheet if necessary.				
16.	How do you advertise? (Catalogs, magazines, TV, Internet, etc. List all that apply.)				
17.	Please describe your refund policy.				