

### 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:

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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):

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

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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:

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

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

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

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

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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.)

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**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?*

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