



## Newegg Marketplace Guarantee Program

The [Newegg Marketplace Guarantee](#) program was established to guarantee any qualified purchases made via the Newegg websites from third-party sellers, so our customers can always buy with confidence. You are now able to view all the customer claims filed under the Newegg Marketplace Guarantee program. Any time a claim is filed on your Newegg orders, we strongly recommend you to take immediate action to address any issues with the customer. Any claims which are not addressed by sellers will be handled by Newegg within the allotted time frame and Newegg guarantees full customer satisfaction on any eligible claims.

Our current version of this new function is in the trial phase, which will help us to test the use case and gather user feedback before we officially roll out the changes. Please take a moment to review the details below on how the changes to this program impact your seller account. Even though those claims may not impact your seller performance during the current trial phase, we strongly encourage you to proactively take steps to address each claim case with customer from now on.

### How to view and manage claims:

Customers can file a Marketplace Guarantee claim when they are not satisfied with an order. For every claim, you will receive an email notice with details. You can also review the claim detail at Seller Portal > Manage Claims > Customer Claim. You can resolve a claim by communicating directly with the customer. The Seller Portal user guide for managing the Claim Request function will be available soon.

### How to handle claims:

For each claim, you have two business days to work with the customer to resolve issues. A suggested solution is to issue an RMA for refund, replacement, or issuing courtesy refund. If you would like to appeal a claim, please contact our Seller Service team directly.

Once the issue is resolved, please remind customers to close the claim from their Newegg "My Account" section.

### How a claim may affect your account:

If you fail to respond to a claim or if Newegg determines you were at fault, the Newegg team will issue the refund to the customer on your behalf and such refund will be debited from your seller account. Additionally, those claims will negatively affect your seller performance. Poor seller performance can lead to warnings or account suspension against your seller account. More information detailing how unsolved Newegg Marketplace Guarantee claims would affect your Seller Performance Measurement will be published soon.

We strongly encourage you to work with customers to solve any issues they have. Good communication with customers promotes positive feedback for sellers.

If you have any questions or concerns, please do not hesitate to contact our [Seller Services Team](#).