US Price Policy and Aftersales Options Overview

This article outlines the new US Price Policy and Aftersales options overview effective as of February 20, 2025. The policy is designed in two tiers as detailed below which will impact purchase prices and aftersales services.

*Disclaimer*: Sales thresholds and discount policies may be subject to change.

1. **Sales evaluation & Service Level**

Sales evaluations are based on the average monthly turnover (excl. tax) of the previous quarter:

* Above **€50K p/m**: **Only** **Partial Aftersales** is available.
* Below **€50K p/m**: Dropshippers **can choose** between the **Full Aftersales** (at standard B2B pricing) **or Partial Aftersales** (with additional discounts).
* **New Dropshippers**: Automatically receive Full Aftersales for the first quarter.

1. **Pricing & Discounts:**

dropshippingXL offers two pricing tiers based on the selected aftersales service:

* **Full Aftersales:** standard B2B price.
* **Partial Aftersales:** includes **additional discounts** off the B2B price upon placing an order.

Dropshippers with monthly sales below €50K (excl. tax) can choose Partial Aftersales in exchange for these additional discounts. However, if they opt for this discounted pricing, they will only receive Partial Aftersales support.

1. **Aftersales Service Tiers:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | **Monthly sales excluding tax (€)** | |
| New DS or＜50k | ≥50k |
| PARTIAL AFTERSALES | Delivery address changes | ✔ | ✔ |
| Order cancellations\* | ✔ | ✔ |
| Product information  (manual, parts list, dimension, weight) | ✔ | ✔ |
| Shipping information  (tracking, POD, re-delivery request, etc.) | ✔ | ✔ |
| Return to sender (RTS) | ✔ | ✔ |
| Inactive labels | ✔ | ✔ |
| Lost in transit | ✔ | ✔ |
| Delivery dispute | ✔ | ✔ |
| FULL AFTERSALES | Not as expected returns | ✔ | ✘ |
| Damaged items | ✔ | ✘ |
| Non-functioning items | ✔ | ✘ |
| Incorrect items received | ✔ | ✘ |
| Missing parts | ✔ | ✘ |
| 30 days cooling off period | ✔ | ✘ |

\* Conditions apply: Only possible when the order is in the initial processing stage.