

POLICIES & PROCEDURES

Table of Contents

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1. Introduction
2. Business Overview
3. Roles and Responsibilities
4. Sales Progressive Marketplace Policies
 - a. Vendor Policies
 - b. Sales Agent Policies
 - c. Listing Agent Policies
5. Subscription Packages and Pricing
6. Commission Structure
7. Product Listing and Management
8. Sales Process and Handling Transactions
9. Vendor and Agent Onboarding Process
10. Returns, Refunds, and RMA Policy
11. Marketing and Promotion Guidelines
12. Dispute Resolution Process
13. Payment Terms and Procedures
14. Confidentiality and Data Protection
15. Compliance and Legal Requirements
16. Termination and Exit Process
17. Code of Conduct
18. Amendments to Policies and Procedures
19. Contact Information

POLICIES & PROCEDURES

1 Introduction

The purpose of this document is to outline the comprehensive policies and procedures that govern the operation of Sales Progressive, a dynamic online marketplace connecting vendors, sales agents, and listing agents. These policies ensure a fair, transparent, and efficient marketplace for all participants.

2 Business Overview

Sales Progressive is a platform that allows vendors to list their products, sales agents to promote and sell these products for a commission, and listing agents to onboard new businesses. The goal is to create a collaborative marketplace where participants can thrive through effective product promotion and sales strategies.

3 Roles and Responsibilities

Vendors:

- List products on the marketplace.
- Ensure product quality, availability, and pricing.
- Provide customer support and manage returns where necessary.
- Comply with Sales Progressive's guidelines on product descriptions, images, and accuracy.

Sales Agents:

- Promote products from the marketplace to potential customers.
- Earn commissions on successfully closed sales.
- Adhere to Sales Progressive's policies on ethical selling and customer communication.

Listing Agents:

- Identify potential vendors and onboard them onto the platform.
- Ensure vendors meet the quality standards of the marketplace.
- Earn a commission based on the vendors they onboard and the performance of those vendors.

Sales Progressive Team:

- Ensure the smooth operation of the platform.
- Provide support to vendors, sales agents, and listing agents.
- Manage disputes and ensure compliance with legal requirements.

POLICIES & PROCEDURES

4 Sales Progressive Marketplace Policies

Vendor Policies:

- **Product Authenticity:** Vendors must ensure that all listed products are genuine, free of defects, and accurately described.
- **Product Listing:** Vendors are responsible for providing high-quality images, detailed descriptions, and accurate pricing for their products.
- **Shipping and Delivery:** Vendors must handle shipping and delivery efficiently, adhering to the timelines provided to customers.
- **Commission Rates:** Vendors will earn commissions as outlined in the Subscription and Commission section of this document.

Sales Agent Policies:

- **Commission Eligibility:** Sales agents are eligible for commissions once a sale is completed and payment is verified.
- **Promotion Guidelines:** Sales agents must follow ethical marketing practices when promoting products. Misleading information or false advertising is prohibited.
- **Customer Communication:** Sales agents are expected to maintain a professional and courteous tone when interacting with customers.

Listing Agent Policies:

- **Vendor Recruitment:** Listing agents must ensure that vendors meet Sales Progressive's quality standards before onboarding them.
- **Performance Monitoring:** Listing agents may assist vendors in optimizing their product listings and marketing efforts to drive better sales.
- **Commission Structure:** Listing agents will receive a commission based on the performance of the vendors they onboard, as detailed in the commission section.

POLICIES & PROCEDURES

5 Subscription Packages and Pricing

Sales Progressive offers a single, comprehensive subscription package known as the Progressive Package. This package is designed to provide all the tools, training, and support necessary for sales agents to succeed on the platform.

Progressive Package:

- Price: Regular Price: \$2000 USD
- Discounted Price: \$499 USD (Available for a limited time only)

Package Features:

- Full Access to Training: Comprehensive sales and marketing training designed to enhance performance and sales capabilities.
- Personalized Dashboard: Access to a customizable dashboard to track sales, commissions, and product performance in real-time.
- High Commission Rates: Earn up to 20% commission on all sales made through the platform.
- Premium Support: 24/7 support through chat, email, and phone to assist with any queries or issues.
- Exclusive Promotional Tools: Access to promotional tools, including featured product placements, custom banners, and priority listings.

Subscription Terms:

- The subscription is valid for one year from the date of purchase.
- Subscriptions are non-refundable, except under special circumstances as outlined in the Returns, Refunds, and RMA Policy.
- After the first year, subscriptions will automatically renew at the regular price unless canceled prior to the renewal date.

POLICIES & PROCEDURES

6 **Commission Structure**

Sales Agents:

Sales agents earn commissions on the specific products they sell. Commission percentages vary based on product category and vendor agreements.

Listing Agents:

Listing agents earn commissions based on the vendors they onboard and the sales generated by those vendors. They receive a percentage of the vendor's sales as long as the vendor remains active on the platform.

7 **Product Listing and Management**

Vendor Responsibilities:

Vendors are responsible for maintaining accurate product listings, including:

- Providing clear, high-resolution images.
- Ensuring product descriptions are detailed and accurate.
- Setting appropriate pricing and discount options.

Product Moderation:

Sales Progressive reserves the right to moderate product listings to ensure they meet the platform's standards. Products that do not meet quality or policy standards may be removed.

POLICIES & PROCEDURES

8 Sales Process and Handling Transactions

Sales Process:

1. A customer places an order for a product listed on the marketplace.
2. The vendor receives the order and confirms availability.
3. Payment is processed and verified by Sales Progressive.
4. The vendor ships the product to the customer.
5. Once the order is completed, commissions are distributed to the sales agent.

Payment Verification:

Payments for high-ticket items may undergo additional verification steps to ensure the legitimacy of the transaction.

9 Vendor and Agent Onboarding Process

Vendor Onboarding:

- Vendors must complete a verification process that includes providing business information, proof of product authenticity, and agreeing to Sales Progressive's terms of service.
- Once verified, vendors can begin listing products and selling on the platform.

Sales Agent Onboarding:

- Sales agents must complete a six-week training program before gaining access to the marketplace.
- Upon completion, agents can start promoting products and earning commissions.

Listing Agent Onboarding:

- Listing agents must provide proof of business or sales experience.
- Agents are required to sign an agreement outlining their responsibilities in recruiting vendors.

POLICIES & PROCEDURES

10 **Returns, Refunds, and RMA Policy**

Sales Progressive has a standard Return Merchandise Authorization (RMA) process that applies to all vendors and customers. Vendors are required to handle returns and refunds in a timely manner, according to the platform's return policy.

11 **Marketing and Promotion Guidelines**

Vendor Promotions:

Vendors can run promotions on their products, such as discounts or bundled offers. All promotions must be approved by Sales Progressive.

Sales Agent Marketing:

Sales agents are encouraged to use social media, email marketing, and other online tools to promote products. Sales Progressive offers marketing resources and templates to assist agents.

12 **Dispute Resolution Process**

In the event of a dispute between vendors, sales agents, or customers, Sales Progressive will act as a mediator to resolve the issue fairly. Disputes related to payments, product quality, or commissions will be reviewed based on the platform's guidelines.

13 **Payment Terms and Procedures**

Vendor Payments:

Vendors will receive payments for sales made on the platform within 30 days of the transaction, minus applicable commissions and fees.

Sales Agent Payments:

Sales agents will receive commission payouts on a monthly basis, based on their sales performance.

POLICIES & PROCEDURES

14 **Confidentiality and Data Protection**

Sales Progressive is committed to protecting the personal information of its users. All parties must comply with the platform's Privacy Policy, which outlines how data is collected, used, and stored.

15 **Compliance and Legal Requirements**

All vendors, sales agents, and listing agents must comply with local and international laws, including tax regulations, product safety standards, and consumer protection laws.

16 **Termination and Exit Process**

Vendors, sales agents, and listing agents may terminate their participation in Sales Progressive by providing written notice. All outstanding payments, commissions, and product orders must be settled before the account can be closed.

17 **Code of Conduct**

All participants in Sales Progressive are expected to conduct themselves professionally, ethically, and in compliance with platform rules. Any violations of this code may result in suspension or termination of access to the platform.

18 **Amendments to Policies and Procedures**

Sales Progressive reserves the right to update or modify these policies and procedures as needed. Participants will be notified of any significant changes in advance.

POLICIES & PROCEDURES

19 **Contact Information**

For questions or support, please contact:
Sales Progressive Support Team
Email: info@salesprogressive.com

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