



## Trusted Shops price list

### 1. Membership packages

| Online turnover p.a. | PRO package<br>monthly | PREMIUM package<br>monthly | ENTERPRISE package<br>monthly |
|----------------------|------------------------|----------------------------|-------------------------------|
| up to £50,000        | £49                    | £89                        | £129                          |
| up to £100,000       | £69                    | £109                       | £149                          |
| up to £200,000       | £109                   | £139                       | £189                          |
| up to £300,000       | £129                   | £169                       | £209                          |
| up to £500,000       | £179                   | £209                       | £259                          |
| up to £750,000       | £219                   | £259                       | £299                          |
| up to £1,000,000     | £269                   | £299                       | £339                          |
| up to £1,500,000     | £319                   | £359                       | £399                          |
| more than £1,500,000 | prices on request      |                            |                               |

Monthly fee, payable in advance excl. VAT. Incl. membership fee and insurance premium. Minimum contract duration 1 year (automatically renewed until notice of cancellation given)

### 2. Membership packages with pre-certified shop solutions\*

| Online turnover p.a. | PRO package<br>monthly | PREMIUM package<br>monthly | ENTERPRISE package<br>monthly |
|----------------------|------------------------|----------------------------|-------------------------------|
| up to £50,000        | £39                    | £79                        | £119                          |
| up to £100,000       | £59                    | £99                        | £139                          |
| up to £200,000       | £99                    | £129                       | £179                          |
| up to £300,000       | £119                   | £159                       | £199                          |
| up to £500,000       | £169                   | £199                       | £249                          |
| up to £750,000       | £209                   | £249                       | £289                          |
| up to £1,000,000     | £259                   | £289                       | £329                          |
| up to £1,500,000     | £309                   | £349                       | £389                          |
| more than £1,500,000 | prices on request      |                            |                               |

Monthly fee, payable in advance excl. VAT. Incl. membership fee and insurance premium. Minimum contract duration 1 year (automatically renewed until notice of cancellation given)

\* a list of pre-certified shop solutions can be found here: [www.trustedshops.co.uk](http://www.trustedshops.co.uk)

### 3. Further membership costs

3.1 One-off application fee £79  
The one-off application fee is not applicable for the START package.

3.2 Processing fee (per claim) £25

3.3 Cost of additional audit report in case of insufficient implementation of the first audit report £50

### 4. Costs of Buyer Protection service (Excellence Integration)

The use of Excellence Integration entails the online shop also offering "Buyer Protection" prior to final purchase, whereby the costs for that service are passed on to the customer.

The costs are scaled according to the amount of cover and the period of coverage:

| Buyer Protection  | Period of coverage | Price * |
|-------------------|--------------------|---------|
| up to £500        | 30 days            | £0.98   |
| up to £1,500      | 30 days            | £2.94   |
| up to £2,500      | 30 days            | £4.90   |
| up to £5,000      | 30 days            | £9.80   |
| up to £10,000     | 30 days            | £19.60  |
| up to £20,000     | 30 days            | £39.20  |
| more than £20,000 | prices on request  |         |

\* VAT included

For a cover period of 60 days, the prices listed above should be multiplied by 2, for a cover period of 90 days by 3, for a cover period of 120 days by 4.



## 5. Commission for the procurement of the Buyer Protection agreement (Excellence Integration)

Trusted Shops agrees to pay the online shop commission for each Buyer Protection contract brokered. The commission is calculated on the basis of the Refund Application Ratio (RAR):

| Refund Application Ratio (RAR) | Commission |
|--------------------------------|------------|
| > 2%                           | 0%         |
| 2% - 1%                        | 15%        |
| < 1%                           | 30%        |

The monthly RAR calculated subsequently results from the number of refunds requested divided by the number of transactions in the accounting month in question. A refund request is any claim as defined in the guarantee bond (TS-GAE\_EN) lodged via the TS system by a customer of the online shop. For these purposes, 'transaction' means every registration for Buyer Protection. TS shall invoice the online shop for the costs of the Buyer Protection services rendered at the end of each accounting month, less the commission owed pursuant to the list above.

## 6. Additional services to the membership packages

|                              |  |      |
|------------------------------|--|------|
| 6.1 Express audit            | accelerated audit of all quality criteria in max. 3 work days (subject to appraisal of creditworthiness)   | £200 |
| 6.2 Change of shop ownership | assignment and acceptance of existing contract (shop is untouched, e.g. terms and conditions etc.)   | £90  |
| 6.3 Change of shop solution  | reaudit due to change of shop solution   | £200 |
| 6.4 Reaudit                  | reaudit due to significant modifications to the online shop with regard to the Trusted Shops quality criteria  | £200 |
| 6.5 Premium support package  | premium support provided by our certification and legal department (max. 2 hours by phone); additional audit report with individualised, explanatory notes by the legal department | £400 |

## 7. Single services

|   | <b>PRO package</b> | <b>PREMIUM package</b> | <b>ENTERPRISE package</b> |
|---|--------------------|------------------------|---------------------------|
| 7.1 Certificate for additional shop   |                    |                        |                           |
| additional audit report, certificate and shop profile with logo, description and link | £39 / month        | £59 / month            | £59 / month               |
| 7.2 Certificate for additional language   |                    |                        |                           |
| certification of the given shop in an additional language (German, French or Polish)  | £39 / month        | £59 / month            | £59 / month               |

## 8. Upgrades

|  | <b>PRO package</b> | <b>PREMIUM package</b> | <b>ENTERPRISE package</b> |
|--|--------------------|------------------------|---------------------------|
| 8.1 Trusted Shops Seller Rating upgrade              |                    |                        |                           |
| Upgrade to the fully functional Seller Rating system | £39 / month        | Included               | Included                  |