

# What you can do on THC.com

## **FOLLOW:**

Follow your favorite Cannabis influencers for news and information to stay in the know.

## **SELL / ENDORSE:**

Easily sell through the Store or endorse other products for a referral credit.

## **SHOP:**

Need new gear? Our store offers one of the largest single marketplaces for CBDs and Cannabis related products.

## **THC.com FOR BRANDS**

Selling your products through the Store is simple. Each product can be listed in just a few seconds and listing is always free. When products are listed on THC, other users can endorse them, and we pass on a referral to them.

## **THC.com FOR INFLUENCERS:**

THC.com is the perfect place to build your community. As you share your updates with your followers, they can like, comment, rate, and share your content to their own followers. You can also endorse any product and make money off of every transaction that goes through your link.

# Frequently Asked Questions

## GETTING STARTED

### [What is THC.com?](#)

THC.com is a web-based social media transactional platform for everything health and fitness. THC.com combines the best of social media to allow users to socialize with postings, pictures, and videos. It also allows users to research, purchase, sell and endorse products directly on the THC.com marketplace. Users receive a commission for products purchased that they endorse allowing for the opportunity to make money while sharing products they like. Users can also maintain an events calendar on the platform.

### [What are the benefits of using THC.com?](#)

THC.com is a one stop destination for all things Cannabis. Users can benefit by searching through and purchasing new products reviewed by others, and connecting with other Cannabis enthusiasts over a social media platform designed just for you. Further, THC.com offers the opportunity to generate revenue over a free social media platform for not just vendors but also the individual who wants to share products they truly love and endorse. For vendors in the cannabis space, this becomes a useful tool in engaging existing customers directly and reaching new customers for free. This allows the cannabis community to get closer together in embracing fitness values while also enjoying small referral payments.

### [Does it cost anything to use THC.com?](#)

THC.com is a free to use platform. It is free to make an account and post items to the store. Referral fees are paid automatically to you as followers purchase your shared items.

## POSTING

### [What is Posting?](#)

Posting allows you to share your cannabis news and experience with your friends and communities.

### [What are communities?](#)

Communities are groups around a product, event, brand or topic.

### [How do I post a picture?](#)

Picture posts are easy. Simply click on the post box and click the picture icon at the bottom, grab the picture from your hard drive or click and drag the photo into the post box, and then click post.

### [How do I post a video?](#)

Video posts are easy. Simply click on the post box, copy and paste a video link from YouTube or Vimeo, paste it and post it.

### [What is an event on THC.com?](#)

An event is basically anything with a time and a date. It can have a price associated with that event, or the cost can be zero. Events go to a user's feed, schedule and store.

### [Can I post to my feed and all my communities?](#)

Yes, you can post to just your feed, or any of your communities with just one post. Simply create a post, then repost it to your communities by clicking the share icon on the bottom of the post.

### [How do I post an event?](#)

You post an event the same way you post everything else. Click "event" in the post box, fill in the information, and click post.

### [Who gets my posts?](#)

Posts are received by 100% of the people following you and are posted to your community feeds when you share that post with your communities.

### [Do I have to repost to other social networks?](#)

You can post directly to Facebook and Twitter right from THC.com. Create a post, click on the Facebook or Twitter box, and click post. The first time you do this, your Facebook or Twitter login credentials will be requested. After that, it should be automatic. Default is off so you have to click Facebook and Twitter each time you post.

## ACCOUNT INFORMATION

### [How do I view My Earnings?](#)

By entering the dashboard located in the settings button on the top right corner of any THC.com page, you can see your purchases, sales, balance and profiles. In the balance section, you can view your total balance, pending balance and redeemable balance that can be used for shopping on THC.com or withdrawn.

### [How do I add or change my shipping address?](#)

By entering the dashboard located in the settings button on the top right corner of any THC.com page, you can see your purchases, sales, balance and profiles. All previous purchases and sales are displayed on this page.

### [How do I reset my password?](#)

If you are already logged in, you can change your password through the Account Settings page. If you've forgotten your password, you can reset your password by following the "Forgot password?" link on the homepage.

## SELLING PRODUCTS

### [Can I sell my own products on THC.com?](#)

Yes! THC.com allows individuals to sell products through the Store. Please be sure to provide an accurate description of your products and services.

### [How do I sell a product?](#)

You post products to your feed and they automatically appear in your store. From your store, other people can buy items, or copy your item to their store to sell it. Your "for sale" items also show up in the store for purchase by anyone.

### [What are the fees for selling a product on THC.com?](#)

Our fees are simple and straightforward:

Listing is always free on THC.com. When you make a sale, we deduct a 10% fee from your listing price and you receive the rest. Our fees are approximately 80% less expensive than a typical Groupon deal.

#### **Shipping:**

The buyer pays a flat rate for shipping of products up to 5 lbs. The seller pays for shipping over 5 lbs. Such incremental shipping amounts are calculated after the sale reconciliation and deducted from the net sales price.

#### **THC.com Fees:**

For successful product sales (shippable items), THC.com charges a fee of 10% of the listing price, paid only upon successful sale. In addition to this transaction fee, we pass along the credit card processing fee charged by our third party credit card processing partner. We also pass along the credits and sales commissions we pay directly to the THC.com community members. These are described below.

### **Referral Commissions:**

Users of THC.com may endorse your products or services by adding them to their stores or sharing a post or page link to their friends inside or outside of THC.com. This network effect will likely result in significantly higher sales volume for you. Users are paid a small sales commission or distribution fee on any purchases made from these marketing efforts on your behalf. The sales commission paid is 5% of the purchase price. This distribution fee is passed on to every merchant on THC.com. It is paid directly to your Referring Party's Earnings Account without any markup by THC.com. They may use the balance in their Earnings account check-out at any time, or may redeem the Earnings account for cash when it reaches \$25 or more.

### **Purchasing Rebates:**

Like Referral Commissions, every buyer receives a rebate from the seller for purchasing through THC.com. This money is credited directly to their Earnings account on THC.com. The amount of purchasing rebates is 3.5% of the sale price, and acts as incentive to buy through THC.com. The purchasing rebate is passed along to the seller and paid to the buyer without any markup by THC.com. They may use the balance in their Earnings account check-out at any time, or may redeem the Earnings account for cash when it reaches \$25 or more.

### **Affiliate Sales**

Rewarding our community members by recognizing them for their distribution efforts is at the core of everything we do on THC.com. THC.com gives back to the community for helping all of THC.com's sellers stay in business or generate more business. Giving back to the community is mandatory on THC.com.

Referring parties for a successful sale receive a 5% commission and purchasers receive a 5% rebate. These fees are paid for by the sellers and are not marked-up by THC.com.

Monies earned from commissions or rebates may be redeemed for cash or used at checkout when buying something on THC.com. Redemptions must meet a \$25 minimum.

### **[What can I sell on THC.com?](#)**

THC.com is a marketplace for all things related to Cannabis except products with THC (we are aware of the irony) We have plans to incorporate THC products but while it is a highly controlled product it will be done on a state by state basis. Check back in for more info. THC.com focuses on being a marketplace for legal products including: CBDs and cannabis related accessories. Please refrain from listing items that do not fall into this category. Any products including THC will not be approved for sale and will be removed from the store.

Pre-owned items can be listed on THC.com if they are clean and in good condition. All items must be

clearly and accurately represented.

THC.com prohibits the sale of replicas or fakes. Please respect the intellectual property of others. Members who buy, list, or otherwise attempt to sell replicas or fakes risk immediate and permanent suspension from THC.com.

If we feel that your listing violates these guidelines in any way, we reserve the right to remove it and may take other actions, including restricting your future buying and selling privileges on THC.com.

### [I just made a sale. How do I ship?](#)

Congratulations on your sale! When your item sells, we automatically send you a pre-paid, pre-addressed shipping label. Please ensure you use our shipping label to ship out your order to avoid any delay in receiving your earnings, as each label has a tracking number connected with each order for us to track on our end. If our shipping label is not used, we cannot compensate or reimburse users if a package is lost in transit since we will not have access to any tracking information.

### [What are the shipping rates on THC.com?](#)

THC.com's standard shipping rate is \$4.99 for all orders, regardless of price. This rate applies for orders to anywhere in the United States for products up to 70lbs fitting within the USPS Priority Mail Small Flat Rate Box of dimensions 5- $\frac{3}{8}$ " x 8- $\frac{5}{5}$ " x 1- $\frac{5}{8}$ ". Shipping is paid for by the buyer. The seller must pay for shipping costs outside of the U.S. and for items of greater weight or size than the foregoing or that otherwise do not conform to the USPS Priority Mail Small Flat Rate Box standards. Such incremental shipping amounts are calculated after the sale reconciliation and deducted from the net sales price. All orders are shipped using US Postal Service 2-3 day Priority Mail.

### [Does my store tie into my inventory system?](#)

Right now, we have a simple inventory system that every seller must control themselves. It does not tie into any inventory system.

### [What will help me sell products faster?](#)

Use great lighting to take pictures so buyers can see products clearly. Provide a detailed description of your item with photos of any damage, excessive wear, or stains. Provide item's condition, color, size, material, ingredients, measurements and any other useful information. Share your listings with followers or friends on THC.com or through Facebook and Instagram using our direct link to post.

### [How do I get paid?](#)

Once the buyer receives the item, we release the money to you within 3 days of delivery into your Moola. You can withdraw the money via direct deposit to your bank account or request a check. There is a direct link to redeem your money in the settings icon in the top right of the platform.

#### What is the return policy?

Please refer the refund policy on the shopping cart page to determine the policy for each individual seller.

#### What is the shipping policy?

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## BUYING PRODUCTS

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#### I purchased an item, but did not receive an email confirmation. What do I do?

If you have placed an order but have not received an email confirmation, please check your account information to ensure we have the correct email address for your account. To verify your email address go to My Profile and Edit Info located under your profile picture.

#### What should I do if I accidentally purchased an item?

You may cancel an order within three hours of the order being placed. To cancel an order - go to your dashboard located in the settings button on the top right corner of the screen. Click on the purchased item and complete the cancellation with the “cancel order” button located below.

#### When can I expect to receive my order? What happens if I never receive it?

If your order doesn't ever arrive, your payment will be fully refunded. To contact the seller, comment on the listing post if your order hasn't shipped. If the order isn't shipped within 7 days of the purchase, you can cancel the order and get a refund. You can contact THC.com for support: [info@THC.com](mailto:info@THC.com).

### My order was cancelled. When will I receive my refund?

If you cancel an order, a full refund is given and the original payment is stored as a credit. They may use the balance in their Earnings account check-out at any time, or may redeem the Earnings account for cash when it reaches \$25 or more.

### What should I do when I receive my order?

Make sure your order is the same as the listing that you purchased. If the item you purchased is received and accurate to the listing, accept the order. That way a payment can be delivered to the seller. When the seller receives payment, the sale is complete and no refunds are given out. If the order isn't accurately represented by the listing, contact THC.com within 3 days of delivery.

### What should I do if someone asks me to take a transaction offline?

Purchasing or selling anything listed on THC.com using any means other than THC.com's checkout process is prohibited. We cannot guarantee any payments that were not made through our checkout process. When using the THC.com checkout, we are able to protect the buyer if something goes wrong such as never receiving the item. Members who take transactions offline will have their future buying and selling privileges restricted on THC.com. If you are approached to take a transaction offline, please contact us at [support@fitmoo.com](mailto:support@fitmoo.com).

### How can I report a bad listing or user?

In the platform, the icon in the top right of any posting allows you to flag any postings that are inappropriate or abusive.

## PRIVACY POLICY & TERMS OF USE

Check our [Privacy Policy](#) and [Terms & Conditions](#) regularly for updates.