



FAQ

What does Volusion do?

Volusion offers a total e-commerce package for online retailers, including a website builder, shopping cart, real-time executive dashboard, premium web hosting and 24-hour live support for our clients. Volusion also offers search engine placement, website design and merchant account hosting.

How does Volusion determine pricing?

All solutions include our complete suite of e-commerce software features. The major difference between our levels of service is scalability. Small business solutions are designed for the small- to medium-sized business with less than 25,000 products and under 500 visitors per day. Corporate solutions are designed to accommodate over 100,000 products and unlimited visitors.

How do I design my e-commerce website?

You don't need to know HTML to use Volusion's e-commerce package! Volusion offers a free Design Gallery full of ready-made website templates that you can customize for your company. You can customize the templates' look and feel, and modify the colors, graphics and display options. If you want to have a unique website, simply add our Volusion website design package to your order, and our professional designers and graphic artists will create a custom website that will set you apart you're your competition. If you already have an existing website, Volusion will easily integrate into your current design and functionality.

How long will it take to set up my store?

The number of products you offer will dictate how long it will take to set up your store. Fortunately, you can easily upload all your products via our import wizard. On our end, we require 24 to 48 hours to process your paperwork and ready your virtual storefront.

Can Volusion help me sell my products?

Yes, we provide you with full affiliate program functionality, e-mail marketing functionality and the ability to offer coupons and gift certificates, as well as many other customer experience tools. In addition, you'll have the ability to export feeds to third-party shopping marketplaces, including Froogle, Shopping.com, BizRate, Dealtime/Epinions/Shopping.com, Yahoo Shopping, NexTag, PriceGrabber, etc. You'll have the ability to track your sales with customizable reports and determine your marketing needs.

What forms of payment can I accept?

You will have the ability to accept credit cards, checks, Paypal, wire transfers and purchase orders (POs). Volusion is integrated with over 50 major credit card and electronic check gateways. You'll need to have an Internet merchant account to process the payment online or you can use Paypal. Another option is to collect credit card information online and manually enter the data into your retail terminal.

Can I demo Volusion's e-commerce solution online?

Yes! You can set up a demo store, configure it to your company's specifications, try out pricing packages, import text and graphics, determine shipping preferences and design your company's shopping cart. When you purchase the solution that is right for your company and are ready to make your site accessible to customers, we will login to your account and change the appropriate settings for you, enabling you to get right to business.