

Sezzle Installment Services Shipping Policy

Last update: May 2, 2024; Effective date: May 2, 2024

Sezzle Installment Services Shipping Policy

Sezzle requires the Merchant to comply with the following requirements when shipping products purchased in connection with the Sezzle Installment Services.

“Fulfill” or “Fulfillment” shall mean that the Merchant shipped the product to the intended Customer who applied for the Sezzle Installment Services and complied with the following:

Delivery through third party shipping methods. The following shall apply when shipping products with a third party shipping company. Merchant shall:

1. Obtain from the shipping company a tracking number and, as requested by Sezzle, forward such tracking number to Sezzle;
2. Send the product to a shipping address provided to Sezzle at the time of Customer Check-Out, or otherwise a different address approved by Sezzle;
3. Obtain from the shipping company proof of delivery that includes time and date of delivery;
4. In addition to Section 1(a), (b) and (c) of this Shipping Policy, if the product is delivered at a pickup point, comply with the requirements set forth in Section 3 below; and
5. Require the shipping company stop delivery of the product if Sezzle notifies Merchant that the product may have been purchased pursuant to a fraudulent transaction. Merchant will respond to any such notifications within one (1) business day with either a confirmation that the delivery has been stopped or provide written confirmation (which shows proof of date and time of shipment) that the product was shipped prior to the notification from Sezzle. Failure to respond within one (1) business day will constitute a breach of this Shipping Policy. If the product was shipped prior to the Sezzle notification, Merchant shall still make a good faith effort to recall the delivery on the same business day of the notification.

Delivery through Merchant shipping methods. The following shall apply when Merchant ships its own products. Merchant shall:

1. Retain proof of shipping that includes time and date of delivery and, as requested by Sezzle, forward such proof to Sezzle;
2. Send the product to a shipping address provided to Sezzle at the time of Customer Check-Out, or otherwise a different address approved by Sezzle;
3. In addition to Section 2(a) and (b) of this Shipping Policy, if the product is delivered at a pickup point, comply with the requirements set forth in Section 3 below; and
4. Stop delivery of the product if Sezzle notifies merchant that the product may have been purchased pursuant to a fraudulent transaction. Merchant will respond to any such notifications within one (1) business day with either a confirmation that the delivery has been stopped or provide written confirmation (which shows proof of date and time of shipment) that the product was shipped prior to the notification from Sezzle. Failure to respond within one (1) business day will constitute a breach of this Shipping Policy. If the product was shipped prior to the Sezzle notification, Merchant shall still make a good faith effort to recall the delivery on the same business day of the notification.

In person collection. The following shall apply when Merchant allows the Customer to obtain the order in person at Merchant's physical store or another pickup point. Merchant, or if applicable, the pickup point, shall:

1. Deliver the order to the Customer only, or otherwise, a person authorized by the Customer as designated pursuant to Section 4 of this Shipping Policy (the "Customer's Agent");
2. Provide the name of the Customer's Agent, if applicable, to Sezzle during the checkout process;
3. Verify a government issued identification of the Customer or, if applicable, the Customer's Agent; and

4. Retain documentation showing the date and time of the pick-up, a signature from the Customer or the Customer's Agent, if applicable, and if the individual picking up the order was the Customer's Agent, the name and telephone number of the Customer's Agent. Pickup and validation of ID check information shall be provided to Sezzle upon request.

Merchant shall bear any losses arising from orders delivered to an individual who is not the Customer who applied for the Sezzle Installment Services loan, including but not limited to when the order is delivered to Customer's Agent. In all situations where the order is delivered to Customer's Agent, authorization of the Customer's Agent by the Customer will require, and Merchant shall maintain documentation of, one of the following:

1. The Customer's Agent's name is specified in the Merchant's Order Management System (OMS);
2. A notarized letter of authority from the Customer that includes the name, date of birth, email address, phone number, and Customer's residential address; or
3. A verbal confirmation from the Customer over the phone provided that the Merchant will first authenticate the Customer's identity by verifying the name, email address, phone number, and Customer's residential address used in the Sezzle Installment Services application.

For processing returns, the Merchant shall:

1. Clearly indicate in the return policy the shipping requirements for returns including any potential shipping costs to be incurred by the Customer;
2. Process refunds within five (5) business days of receipt of returned merchandise; and
3. Process the transaction as a refund with Sezzle in the Merchant Portal on the same business day the refund is processed with the Merchant.

Sezzle may request from the Merchant any documentation or proof associated with the requirements above. Merchant shall furnish such documentation or proof within (1) one business day of the request from Sezzle.

Sezzle may amend this Shipping Policy in accordance with the terms of the Merchant Agreement and Installment Loan Schedule into which these procedures are incorporated by reference.