Selling on Eventeny

Questions? Reach out to support@eventeny.com

Can I upload more than one photo of a particular item?

Yes, see the step-by-step instructions document to see how to add more photos of a particular item.

What size and format should photos be to upload?

All photos must be either jpeg or png format and should be less than 20MBs each.

Since I personalize my items, how can the buyer tell me what they want it to say?

You can click on the Allow Customization button to allow buyers to customize their product. Once you receive the order, you will have the ability to message them directly within the platform for clarification.

What is the transaction charge?

When you sell an item, there's a small fee to cover the costs (5% transaction fee) and standard credit card processing fee (~2.9% + $0.30) on the full price, including shipping and taxes. This helps us run the platform to provide continuous support and new features. Some event organizers may have separate costs or fees associated with their events, please reach out to them directly for additional details.

How will the funds from transactions get to me?

The funds are transferred to your bank account via Stripe. You'll need to connect your Eventeny account to your Stripe account when setting up your page. See step-by-step instructions.

My Stripe account isn't linking to my account on Eventeny.

When you set up your Stripe account, be sure to use the same email address as the one on your Eventeny account.

Can I also direct people to my website?

There is an input box available to list your website, if available. However, actively encouraging people to external websites or to another venue to purchase items is prohibited to ensure buyer protection. A transaction initiated on Eventeny may not be completed off of Eventeny. Sellers may not alter the item's price after a sale, misrepresent the item's location, or use another user's account without permission.

If my items are too large to ship, can I have a delivery option for local areas only?

You can select the shipping type option, Self or in-person delivery. When you select this option, you will see a Delivery restriction box where you can enter the area restrictions.

What are the shipping options?

There are 4 shipping options: Free, Fixed, Calculate, and Self delivery.

If returns are necessary, how will that process work?

You will have the option to refund the order and mark it as return on the product management section.

Once I create my own page on Eventeny, will it still be there after the virtual event ends?

Yes. The page you create is yours and will stay with your account. If you participate in several virtual events with Eventeny, all you'll have to do is update your products for sale.

How do sales taxes get calculated?

Sellers do not have to update their sales tax settings under their shop pages. To make it easier for you, we are automatically calculating sales tax for items sold on Eventeny. We will not charge additional fees for calculating sales tax. The sales tax will be calculated based on the buyer's address and you will receive it with the total payout. It is important to note that as a platform, we cannot provide specific tax advice. While Eventeny provides a means to apply taxes to your transactions, we do not warrant that these tax amounts will fully satisfy your sales and use tax reporting obligations. For a final determination on these matters, please seek assistance from your tax advisor.

What happens when a sale is made?

You will receive an email with the address, contact information and any additional notes. You can export all your sales data here and see a financial breakdown: https://www.eventeny.com/users/account-settings/orders/sales/. There is an export button on the top right corner. On this page, you can also add shipping tracking information. You will also see the financial breakdown and you can see when you will receive your funds here (click the button to your Stripe dashboard): https://www.eventeny.com/users/account-settings/payments/payout-methods/. Direct link to Stripe dashboard: https://dashboard.stripe.com/balance/overview.