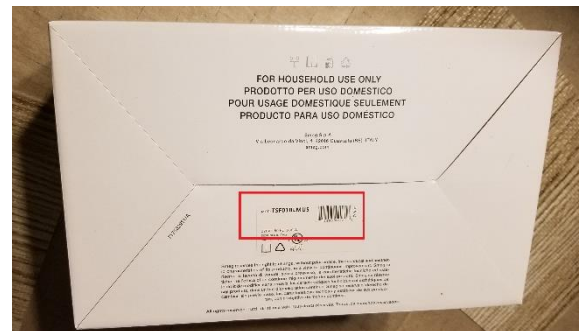


HOW TO TAKE ITEM PICTURES

Item pictures are really important because this is the only way we can figure out if the customer is getting the right item or not. As we know, most products come in different variation and no one wants to get an item that is different from what they ordered. Once we ship out the item and was received by the sorting center there is no way for us to stop it from being shipped internationally and customers will be dissatisfied if they will be receiving a different product. And it will cost us roughly around \$1500 to ship it back to our country just to be replaced including taxes and customs fee. Identifying if we are getting the right item is the most important part of your job to look at. Here are some examples that you can follow through whenever you are going to upload an item picture.



The pictures show the model number of the product. Model numbers can be found anywhere on the product box it came with. It could be at the front, back, top or bottom. If you are unsure of what model number to look for, sometimes it is on the name of the item on the dashboard. If there are more than 1 item in one order then we should see all of the model number of all the items in one picture only.



- We don't need to see the box or the label it came with. We have no way of identifying if we are getting the right item by just looking at this kind of photo. You need to open the shipping box as model number we need to see is in the product box inside.



- You are not allowed to open the box of a product packaging. The only thing you are allowed to open is the shipping box/shipping packaging it came with. This kind of photo will not help identifying the model of the item the customer is getting.



-Remove all bubble wrap/ insulation that is in the way of the photo. We need to see the model numbers clearly.



-If there are multiple items, all model numbers should be facing the camera.