

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
CariCari Marketplace**

NO	QUESTION	ANSWER
About CariCari Marketplace		
1	What is CariCari Marketplace?	<ul style="list-style-type: none"> ▪ CariCari is an e-commerce platform that aggregates all Malaysian brands and sellers to allow you to shop for a variety of products and services online. ▪ For more info, visit our website here: https://ecommerce.unifi.com.my/
How to Become a Seller		
2	Who is eligible to register as a seller?	<ul style="list-style-type: none"> ▪ Any Malaysians or Malaysian registered businesses are eligible to be a CariCari seller. You can register either as a business account or an individual account. ▪ For business account: You are required to submit a softcopy of your business registration (SSM certification) for verification. ▪ For individual account: You are required to submit a softcopy of your Malaysian Identity Card (front & back) for verification.
3	Where can I register as a seller?	<ul style="list-style-type: none"> ▪ You can click on “Become a seller” link at our CariCari e-Commerce Marketplace website or simply browse our seller portal at https://seller.ecommerce.unifi.com.my/ . Click on “Get Started” button to begin your registration.
4	Can I sell in CariCari e-Commerce Marketplace if I am operating from overseas?	<ul style="list-style-type: none"> ▪ CariCari is a marketplace for Malaysians dedicated for Malaysian based sellers. However, we would like to thank you for your interest in CariCari.
5	Can I become a seller with multiple stores in CariCari e-Commerce Marketplace? Is there any limitation in number of stores per seller?	<ul style="list-style-type: none"> ▪ Yes, you can. Every unique registered email address will represent a single store. To enable multi-stores, you are required to register using a different email address. For now, there is no limit

		to the number of stores a seller can register in CariCari e-Commerce Marketplace.
6	Do I have to pay to register for a store in CariCari e-Commerce Marketplace?	<ul style="list-style-type: none"> ▪ Registering for a store in CariCari e-Commerce Marketplace is 100% FREE.
7	Who can I contact for further enquiries?	<ul style="list-style-type: none"> ▪ You may contact us for assistance by filling in the 'Contact Us' form at https://ecommerce.unifi.com.my/contact-us ▪ Alternatively, you may email us at support.cari@tm.com.my. ▪ Our operation hour is Monday-Friday 8.30am to 5.30pm. (except public holidays).
Product Management		
8	Is there any prohibition or restriction for the type of product that I can list on CariCari e-Commerce Marketplace?	<ul style="list-style-type: none"> ▪ You may view the full list of listing guideline at the footer of the CariCari website, under Terms and Condition
9	Can I sell digital/virtual product on CariCari?	<ul style="list-style-type: none"> ▪ For now, CariCari do not support for the sale of Digital Product/Services type.
10	What happens if my product breaches or violates the rules stated in the listing guideline?	<ul style="list-style-type: none"> ▪ CariCari administrator has full authority to reject or revoke any approval and remove the product that breaches or violates our rules. Any decision made by our administrator with regard to these rules is final and irrevocable.
11	Is there any limit to the number of products that I can list?	<ul style="list-style-type: none"> ▪ Currently there is no capping in terms of the number of products that a seller can list. However, we encourage our sellers to keep track of their inventory management.
12	What should I do when my listing is suspended/ deleted/unlisted?	<ul style="list-style-type: none"> ▪ Feel free to contact us and let us know via Contact Us form. The form can be found at the footer of the CariCari website or at this web address. https://ecommerce.unifi.com.my/contact-us