

## Price List

### 1. Membership fee

#### a. Monthly standing charge

The monthly standing charge is calculated according to the following table:

Annual online revenues (gross)	Standing charge, per month*
up to EUR 50.000	EUR 40
up to EUR 100.000	EUR 60
up to EUR 200.000	EUR 80
up to EUR 300.000	EUR 100
up to EUR 500.000	EUR 120
up to EUR 750.000	EUR 140
up to EUR 1.000.000	EUR 190
up to EUR 1.500.000	EUR 240
up to EUR 3.000.000	EUR 300
up to EUR 5.000.000	EUR 360
more than EUR 5.000.000	prices on request

#### b. Monthly certificate fee

In addition, a monthly fee of **EUR 59** is charged for each registered certificate.

#### c. Optional extra packages

Each package can be added individually for a specific online presence (a shop), under a specific domain, in a specific language or for a specific target market (with each being able to be terminated with a period of notice of 3 months to the end of the contractual year).

Extra package	Price for each extra package, per month
Privacy 360	EUR 60
Product reviews	from EUR 80**
Google integration	EUR 30
Traffic package	EUR 30
Review Collector 1000/3000	EUR 30/80
Local Reviews + Google Integration	EUR 69
Reputation Manager	from EUR 50**

### 2. Further membership costs

2.1 One-off application fee	99 €
2.2 Processing fee (per claim)	25 €
2.3 Cost of additional audit report in case of insufficient implementation of the first audit report	50 €

### 3. Costs of Buyer Protection service (Excellence Integration)

The use of Excellence Integration entails the online shop also offering "Buyer Protection" prior to final purchase, whereby the costs for that service are passed on to the customer.

The costs are scaled according to the amount of cover and the period of coverage:

Buyer Protection	Period of coverage	Price (VAT included)
up to EUR 500	30 days	EUR 0,98

\* Monthly fee, payable in advance excl. VAT. Incl. membership fee and guarantee premium. All prices payable in advance, excl. VAT; subject to alterations  
 \*\* The monthly price depends on the shop's annual gross online revenue. The indicated starting price is applicable to shops with a revenue of up to EUR 5,000,000.

up to EUR 1.500	30 days	EUR 2,94
up to EUR 2.500	30 days	EUR 4,90
up to EUR 5.000	30 days	EUR 9,80
up to EUR 10.000	30 days	EUR 19,60
up to EUR 20.000	30 days	EUR 39,20

For a cover period of 60 days, the prices listed above should be multiplied by 2, for a cover period of 90 days by 3, for a cover period of 120 days by 4.

#### 4. Commission for the procurement of the Buyer Protection agreement (Excellence Integration)

Trusted Shops agrees to pay the online shop commission for each Buyer Protection contract brokered. The commission is calculated on the basis of the Refund Application Ratio (RAR):

Refund Application Ratio (RAR)	Commission
> 2%	0%
2% - 1%	15%
< 1%	30%

The monthly RAR calculated subsequently results from the number of refunds requested divided by the number of transactions in the accounting month in question. A refund request is any claim as defined in the guarantee bond (TS-GAE\_EN) lodged via the TS system by a customer of the online shop. For these purposes, 'transaction' means every registration for Buyer Protection. TS shall invoice the online shop for the costs of the Buyer Protection services rendered at the end of each accounting month, less the commission owed pursuant to the list above.

#### 5. Additional services to the membership packages

5.1 Express audit	accelerated audit of all quality criteria in max. 3 work days (subject to appraisal of creditworthiness)	200 €
5.2 Change of shop ownership	assignment and acceptance of existing contract (shop is untouched, e.g. terms and conditions etc.)	50 €
5.3 Change of shop solution	reaudit due to change of shop solution	200 €
5.4 Reaudit	reaudit due to significant modifications to the online shop with regard to the Trusted Shops quality criteria	200 €