

## Price List

### 1. Membership fee

#### 1.1 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	The price scale progresses accordingly. The specific amount will be communicated in each individual case.

The basic membership fee is calculated on the basis of revenue. The calculation shall be based on the gross revenue of the Member, as defined in the Membership Terms, which the Member has generated in the respective financial year across all its domains registered with Trusted Shops. The membership fee also includes the variable premium for the Trusted Shops Buyer Protection / the Trusted Shops Guarantee (protection period: 30 days).

**1.2 Monthly fee per certificate registered: EUR 59**

**1.3 Extension of the protection period: individual offer on request**

The Trusted Shops Buyer Protection's / the Trusted Shops Guarantee's protection period can be extended from 30 days to 60, 90 or 120 days at the customer's request subject to a charge.

#### 1.4 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). The availability of the additional packages depends on the selected main target market.

\* Monthly prices incl. membership fee and Trusted Shops Guarantee premium. Minimum contract duration 1 year . 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.

<b>Extra package</b>	<b>Price for each extra package, per month</b>
Google integration	EUR 30
Product reviews	from EUR 80**
Reputation Manager	from EUR 50**
Smart Review Assistant (Depending on the number of reviews per contract year)	
200 reviews	EUR 20
500	EUR 30
1.000	EUR 50
2.000	EUR 80
5.000	EUR 150
10.000	EUR 250
20.000	EUR 400
50.000	EUR 1.000
100.000	EUR 1.800
200.000	EUR 3.000

## 2. Further membership costs

**2.1 One-off application fee** EUR 99

**2.2 Processing fee (per claim)** EUR 25

**2.3 Cost of additional audit report in case of** EUR 50

insufficient implementation of the first audit report

## 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:

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

\* Monthly prices incl. membership fee and Trusted Shops Guarantee premium. Minimum contract duration 1 year . 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.

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):

<b>Refund Application Ratio (RAR)</b>	<b>Commission</b>
> 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** EUR 200

accelerated audit of all quality criteria in max.  
3 work days (subject to appraisal of creditworthiness)

### **5.2 Change of shop ownership** EUR 50

assignment and acceptance of existing contract  
(shop is untouched, e.g. terms and conditions etc.)

### **5.3 Change of shop solution** EUR 200

Re-audit due to change of shop solution

### **5.4 Re-audit** EUR 200

Re-audit due to significant modifications to the online shop  
with regard to the Trusted Shops quality criteria