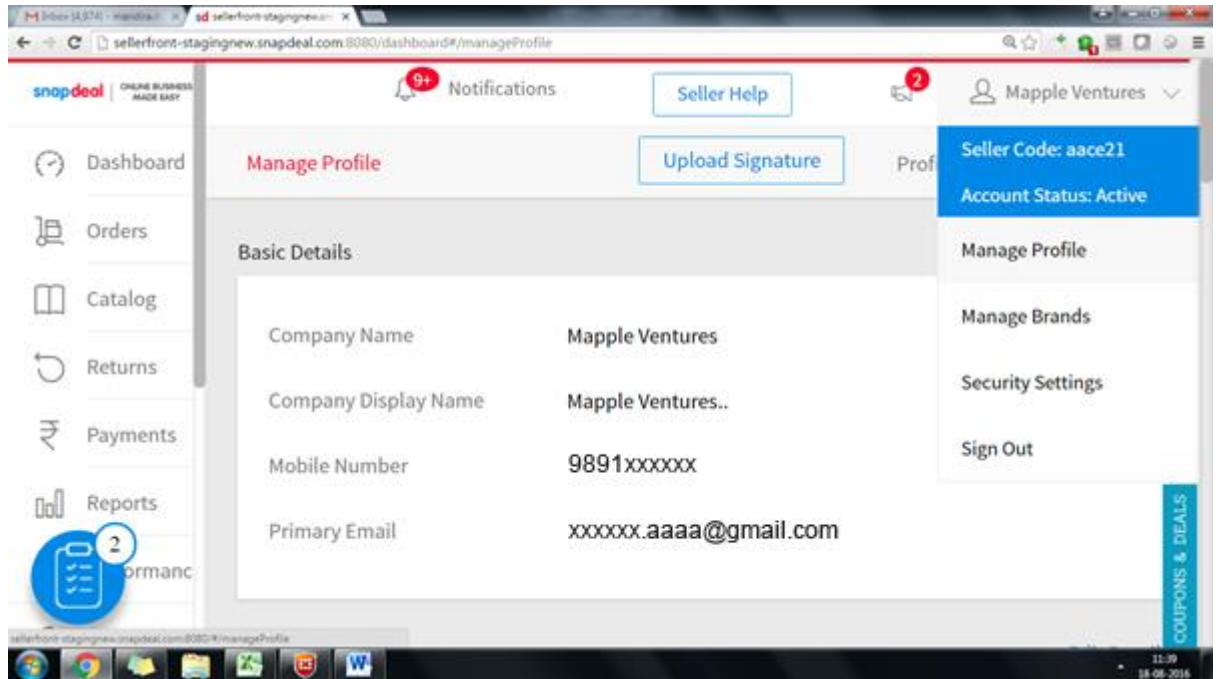


## Step-by-Step Guide to Activate or Deactivate your Seller Profile

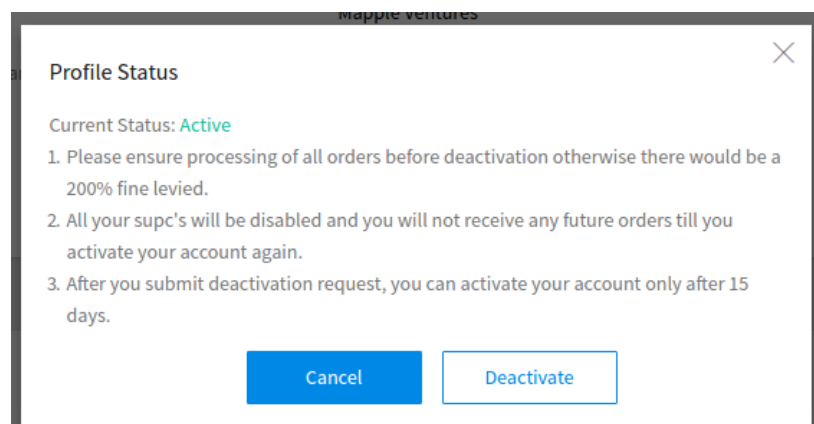
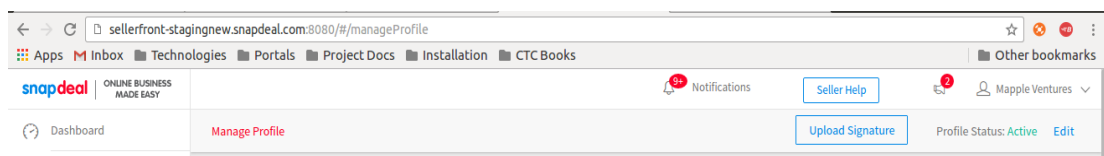
### 1. How can I deactivate my seller profile from the seller panel?

Simply follow the steps below:

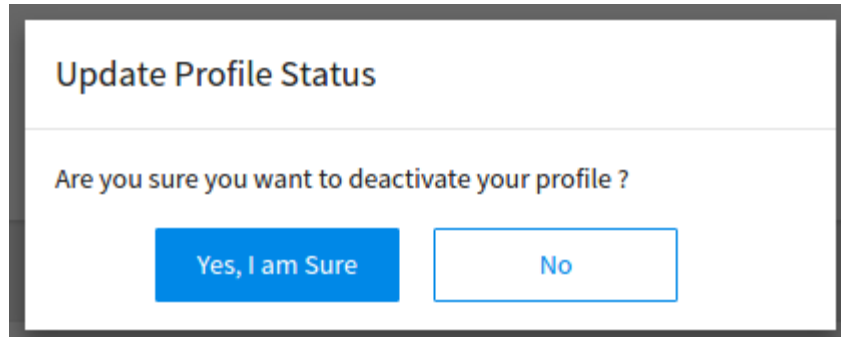
Step 1: Click on your account name on the top right corner of the dashboard. Your profile status will reflect as 'active' below your seller code. Now select 'Manage Profile' from the drop-down menu.



Step 2: Click on 'Edit'. A pop-up window will appear allowing you to deactivate your profile. Click on 'Deactivate'.

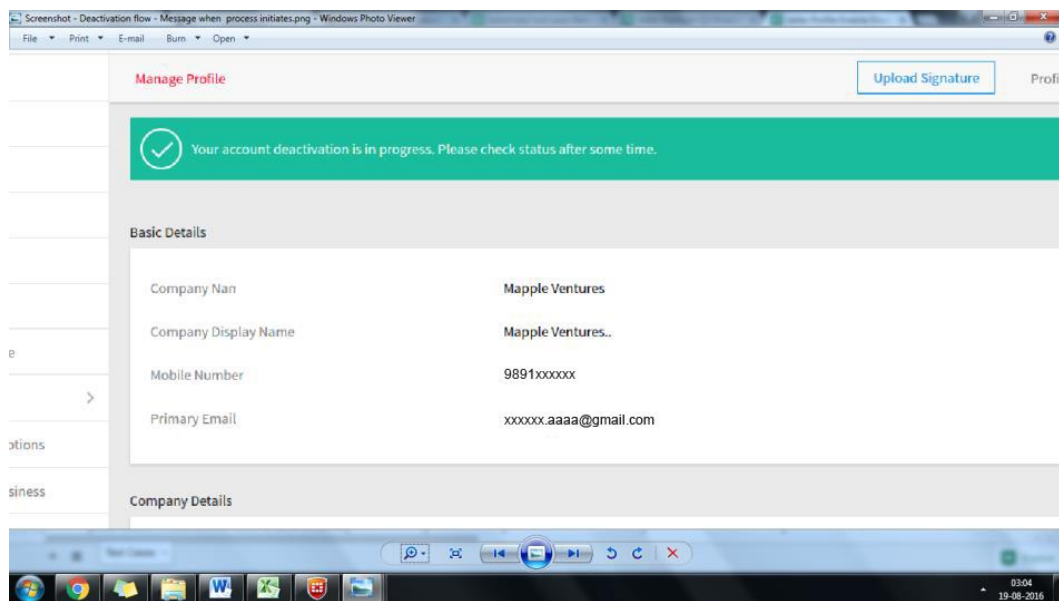


Step 3: You will see another pop-up message. Click on 'Yes, I am sure' to deactivate your profile.



**2. How long will it take to deactivate my profile?**

It could take a few hours for your profile to be deactivated. Until then you will see the following message.



**3. Will I keep receiving new orders after I deactivate my profile?**

No, you shall immediately stop receiving new orders on deactivating your profile. However, you must ensure that you process all your printed and manifested orders before deactivating your profile. Not doing so could attract out-of-stock penalties (varying between 100% and 250% of marketing fee as per Snapdeal's shipping policy). Refer to 'Out of Stock Penalty' in clause 2.2 of our shipping policy for more details.

**4. Will I be charged any penalty for deactivating my profile?**

No, you will not be charged any penalty if you deactivate or reactivate your profile.

**5. Will my products be still visible to the buyers after deactivation?**  
No, your products will not be searchable unless you reactivate your profile

**6. Under what conditions am I not allowed to deactivate my profile?**  
You cannot deactivate your profile under the following scenarios:

- If you have an outstanding payment towards Snapdeal
- If you have availed loan from Snapdeal's Capital Assist Program
- If you have activated your profile in the last 15 days

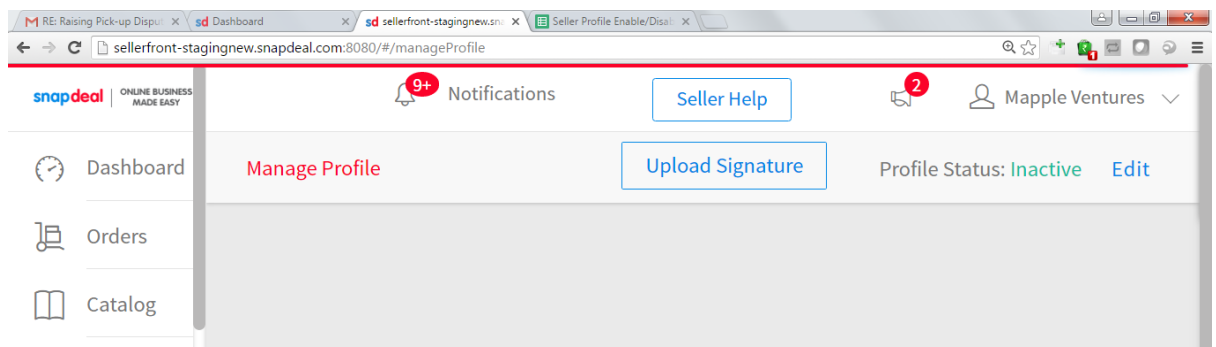
**7. How soon can I activate my profile after deactivating it?**  
You can activate your profile only after 15 days of deactivating your profile. You must also note that once you reactivate your profile, you cannot deactivate it for another 15 days.

**8. How much time does it take to activate my profile?**  
Your profile gets reactivated immediately.

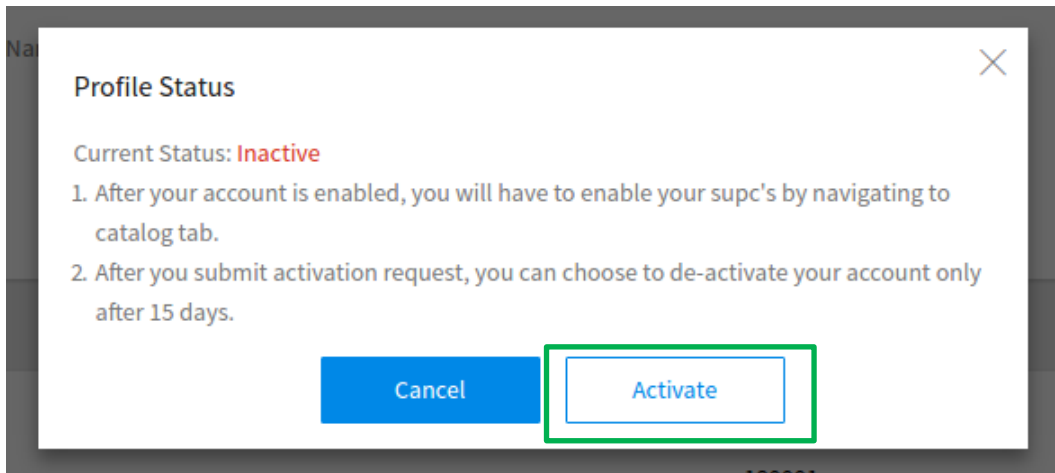
**9. Will I need to re-enable my SUPCs?**  
Yes, you will need to re-enable all your SUPCs by navigating to the catalog tab.

**10. What is the procedure to re-activate my profile?**  
Simply follow the steps below:

Step 1: Click on 'Edit' in 'Manage Profile' section. Your profile status will reflect as 'inactive' next to it.



Step 2: A pop-up window will appear allowing you to activate your profile. Click on 'Activate'.



Step 3: Simply click on 'Yes, I am sure'.

