

Storefront FAQ's

Every storefront has its differences. Below are some common questions that cover most stores. Don't hesitate to reach out with additional questions about your particular needs.



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1. Why should I invest in a company storefront?

Your brand's image, culture, and digital footprint are vital. Storefronts centralize your branded products, assets, and marketing, enhancing brand control. They also simplify ordering, freeing up teams and empowering staff to better support your organization.

2. Is the storefront open to everyone or is account creation required?

The storefront can be configured for open access, allowing browsing and purchases without an account, or for restricted access, requiring account creation for purchases. Your choice depends on your specific needs and preferences.

3. Can we customize the storefront with our own branding and design?

Yes, our storefronts offer templates with customization options for adding your branding and designs to the storefront and the products. You can personalize products with your logo, colors, and other unique elements to align with your brand identity.

4. What are your shipping options and how are the fees configured?

We offer shipping through USPS, UPS, or FedEx, including ground, next day, or overnight options. Freight is necessary for PO box addresses. Our team assists in configuring shipping details pre-launch. Fees are calculated using an integration which considers product weights and dimensions.

5. What payment methods do you accept?

Each storefront supports a single payment method, which can be selected from Credit Card, Cost Center, or Invoice.

6. What cost is the end buyer responsible for on the storefront?

Shoppers are responsible for product costs, sales tax and credit card processing fees (if applicable), fulfillment and shipping fees. Fulfillment fees can be added to the product and/or shipping costs or covered by the client.

7. What is the average turnaround for storefront setup and launch?

Once your products are selected and finalized (including considerations like color options, logo application, spec sizes, and quantities), our team can set up and launch a storefront within 2-3 weeks. More complex products (i.e. variable data/personalization) and storefront functionality will require more time.

8. What support is available for setting up and managing my storefront after launch?

The MOSAIC team provides full support for setting up and managing your storefront, including strategizing on product selection, branding, user experience, billing, and shipping configurations. We also offer ongoing strategic support to help you maximize your storefront's potential.

9. How do I get started with setting up my storefront?

Contact your dedicated Account Manager at info@mosaic.buzz. We'll get the team together and guide you through the process and help you launch your storefront efficiently.

Ready to learn more?

Contact your dedicated MOSAIC Account Manager or info@mosaic.buzz to get started today!

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