



Merrick Bank

**Internet / MOTO
Merchant Questionnaire**

Merchant Online Telephone Order Form

1. What percentage do you sell to Business _____ % Public _____ %
2. Do you have a retail location? Yes No
3. What percentage of sales will be from Mail _____ % Retail location _____ %
Telephone _____ % Internet _____ %
4. Do you sell a service or product? Service Product
5. What is the physical address of your business? _____
State _____ ZIP _____
6. Is the product stored at the above address? Yes No
7. If not stored onsite, please provide address where product is held. _____
State _____ ZIP _____
8. Do you own the product/inventory? Yes No
9. Do you sell Nationally Locally
10. Who is your current bankcard processor? _____
11. How many chargebacks did you have for the previous year? _____
What was the total dollar amount for those chargebacks? \$ _____
12. When do you charge the customer? Shipment Order
13. How many days from the time of order does it take to deliver merchandise to the customer?
1-7 days 8-14 days 14+ days
14. Are any other companies involved in the accepting, shipping, or fulfilling the service or product or the billing of the customer (i.e. fulfillment house)? Yes No
15. If yes, who are they and what do they do? Use a separate sheet if necessary.

16. How do you advertise? (Catalogs, magazines, TV, Internet, etc. List all that apply.)

17. Please describe your refund policy.
