Merchant FAQs

- **Can I personalize STRABL?**

  STRABL offers a customizable solution where you have the flexibility to customize various aspects such as the duration before payment is captured, button text displayed on the product detail page, return interface, the option to include a trial or service fee, and decide who pays for the logistics

- **What happens if my customer decides to keep the product?**

  STRABL guarantees automatic payment for any item kept by the customer even if the customer fails to take an action on their order

- **How can merchants be sure they will get paid?**

  Before delivery, STRABL verifies the customer's payment method and authorizes the full amount in advance. The product must be returned within the specified trial period. If the product is kept beyond the allowed trial period, the payment will be automatically charged

- **Will STRABL process the payments?**

  Yes, STRABL will do all the payment processing without having the need to integrate any other payment gateway

- **Does STRABL offer integrated returns management?**

  Yes, STRABL offers integrated logistics support for deliveries & returns

as well as returns & dispute management

- **Can I integrate STRABL seamlessly into my existing e-commerce platform?**

  Yes you can integrate STRABL seamlessly into your existing e-commerce platform through a simple integration

- **How does STRABL handle returns & refunds?**

  STRABL automates the logistics scheduling for both delivery and return without any manual effort, and since amounts are only authorized there is no refund processing

- **Do Merchants need an additional third-party logistics provider?**

  With STRABL Checkout integrated, Merchants will not be needing any third-party logistic providers. For orders placed using STRABL, the logistics 'to & from' will be taken care of by STRABL