

Seller Store Setup & Store Profile Guide

Set up the public profile and essential information for your AladdinStores store.

What This Guide Covers

Use this guide to complete the public information buyers see on your AladdinStores storefront, including your banner, store logo/profile image, store name, categories, address and biography.

Before You Start

Prepare your correct store name, business contact information, store address, store logo/profile image, store banner and a short description of your business.

Required Store Media & Biography Guidelines

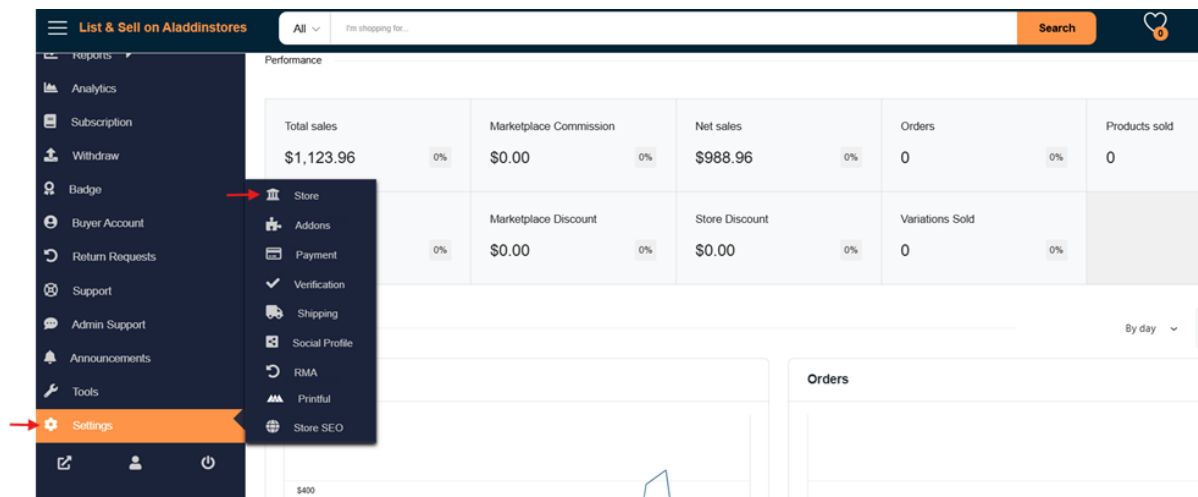
Store Banner: 1250 x 300 pixels (4:1 aspect ratio). **WebP format recommended.**

Store Logo/Profile Image: 300 x 300 pixels. **WebP format recommended.**

Store Biography: Maximum 150 characters including spaces. Keep it short and clearly explain what your store sells or specializes in.

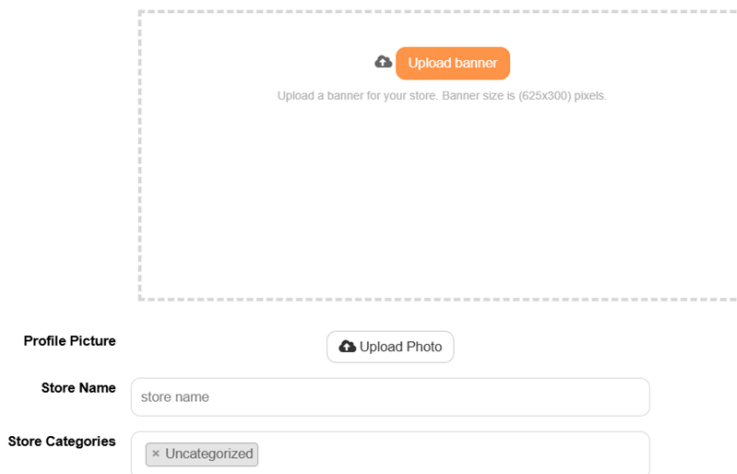
Step-by-Step Store Setup

1. Sign in to your AladdinStores Seller account and open **Seller Dashboard**.
2. Select **Settings**, then **Store**.



Seller Dashboard > Settings > Store. Use this menu to open the main Store settings page.

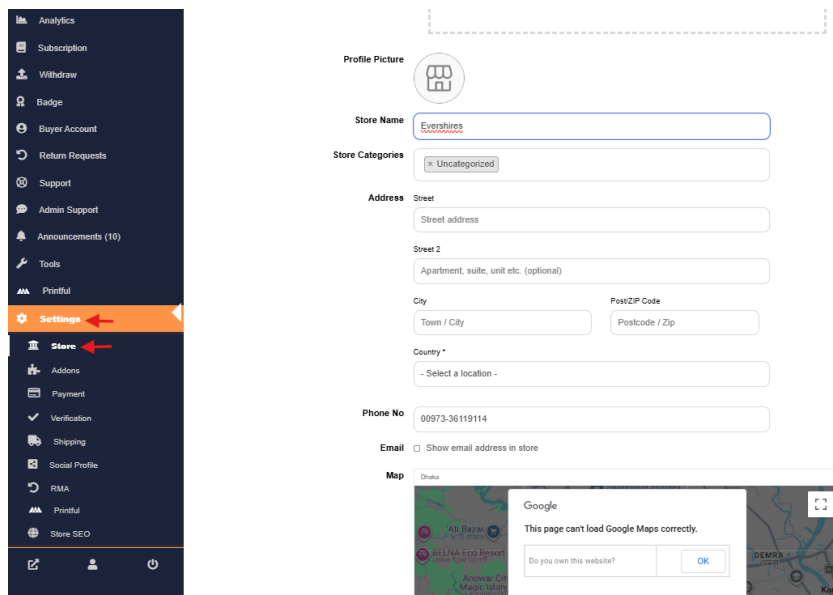
3. Upload your **Store Banner** (1250 x 300 pixels, 4:1) and **Store Logo/Profile Image** (300 x 300 pixels). **WebP format is recommended for both images.**
4. Enter your correct **Store Name**.
5. Select the **Store Categories** from the available AladdinStores categories/sub-categories that best match the products you sell. You may select two or more categories/sub-categories where appropriate to match the products available in your store.



The screenshot shows the 'Store Settings' form. At the top, there is a large dashed box for the 'Banner' with an 'Upload banner' button and the text 'Upload a banner for your store. Banner size is (625x300) pixels.' Below this, the 'Profile Picture' section has an 'Upload Photo' button. The 'Store Name' field contains the text 'store name'. The 'Store Categories' dropdown menu is open, showing 'Uncategorized' as the selected option.

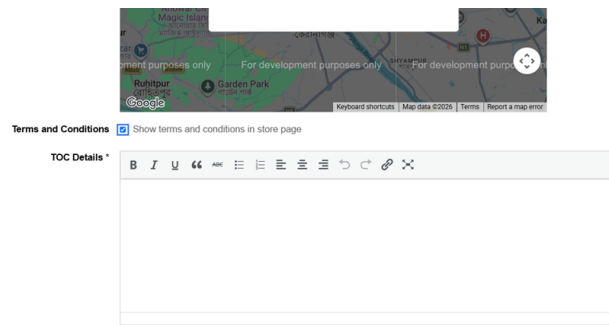
Complete the top section of your Store settings with your store images, name and relevant categories.

6. **Address and contact details.** Enter the store street address, optional second address line, city, postcode/ZIP code, country and state where requested. Add the correct phone number and choose whether your email address should be displayed publicly in your store.



The screenshot shows the 'Store Settings' form with the 'Address' section expanded. The 'Store Name' field contains 'Evershires'. The 'Store Categories' dropdown menu is open, showing 'Uncategorized'. The 'Address' section includes fields for 'Street' (containing 'Street address'), 'Street 2' (containing 'Apartment, suite, unit etc. (optional)'), 'City' (containing 'Town / City'), 'Post/ZIP Code' (containing 'Postcode / Zip'), and 'Country *' (containing '- Select a location -'). The 'Phone No' field contains '00973-36119114'. The 'Email' section has a checkbox for 'Show email address in store'. The 'Map' section shows a Google Maps interface with a location pin and a warning message: 'This page can't load Google Maps correctly. Do you own this website? OK'.

Enter accurate store and contact information in the available fields.



7. Terms and Conditions. If you want your store terms and conditions displayed on your store page, enable the option and add the terms that apply to your store. Your store terms may include the following information:

Shipping and Delivery Policies

- **Processing times:** State how many business days it takes to prepare, pack and ship an order.
- **Delivery windows:** Provide estimated delivery times for the shipping destinations you serve.
- **Shipping restrictions:** Explain any destination, product or delivery-address restrictions that apply.

Returns, Refunds and Exchanges

- **Return windows:** State how long a customer has to request a return from the date of delivery.
- **Condition of items:** Explain the required condition for returned products, such as unused, with tags or in original packaging.
- **Return shipping costs:** State who is responsible for eligible return shipping costs.
- **Non-refundable products:** Identify products that are not eligible for return where permitted and consistent with AladdinStores policies and applicable requirements.

Product Descriptions and Order Cancellations

- **Product accuracy:** Explain relevant product variations or tolerances, such as slight colour or size differences where applicable.
- **Order cancellation:** Explain circumstances in which an order may need to be cancelled and refunded, such as an item becoming unavailable.
- **Cancellation window:** Tell customers how much time they have to request an order cancellation before it gets processed and shipped.

Product Usage and Delivery Responsibility

- **Proper usage:** Include appropriate product-use or care information where relevant.
- **Courier issues:** Explain how delivery delays, loss or damage involving a shipping carrier will be handled, while keeping the terms consistent with applicable AladdinStores policies and legal requirements.

Optional Store Operating Settings

8. Store Schedule. If your business has opening and closing hours, enable **Store has open close time**. Set the days and hours when your store is open, and add the Store Open Notice and Store Close Notice if needed.

Store Schedule ☒ Store has open close time

Monday ☒ Open fullDay - fullDay x Add hours

Tuesday ☐ Closed

Wednesday ☐ Closed

Thursday ☐ Closed

Friday ☐ Closed

Saturday ☐ Closed

Sunday ☐ Closed

Store Open Notice

Store Close Notice

Use Store Schedule when you want buyers to see your normal opening and closing times.

9. Go to Vacation. If you need to temporarily stop taking orders while you are away, enable **Go to Vacation**. Choose the available closing style and add a short vacation message for customers.

Go to Vacation ☒ Want to go vacation by closing our store publically

Closing Style

Set Vacation Message

Vacation mode can temporarily close the store publicly and display your message.

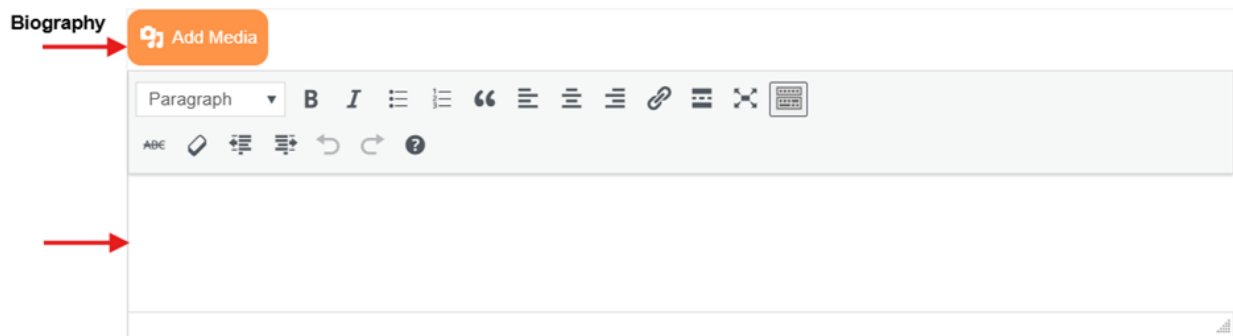
10. Storewide Discount. If you want to offer a storewide discount, enable **Discount**, enter the **Minimum Order Amount** required and set the discount **Percentage**.

Discount ☒ Enable storewide discount

Set a minimum order amount and percentage when using the storewide discount option.

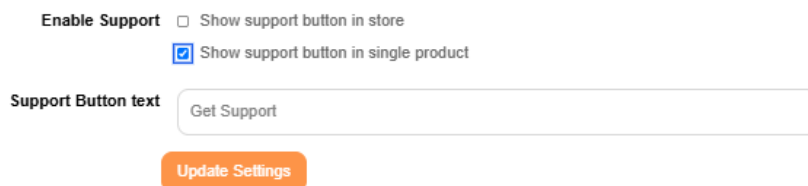
Biography & Buyer Support

11. Biography. Add a short, professional description of your store. Keep the biography to **150 characters maximum, including spaces**, and clearly explain what your store sells, offers or specializes in. You may use **Add Media** where appropriate.



Use the Biography area for a short introduction to your store.

12. Enable Support. Choose where you want the buyer support button to appear. You can show it on the **store page**, on **single product pages**, or both. Under **Support Button text**, you can keep “**Get Support**” or change it to your preferred wording.



Choose where the support button appears and customize the button text if required.

13. Save your settings. Select **Update Settings** after completing or changing your store information.

14. Check your public store page. Open your storefront and confirm that the banner, logo, store name, biography, contact information, terms, schedule and support options display as intended.

Important Notes

Keep your store information accurate and professional. Use clear, optimized images and avoid stretched, blurry or incorrectly sized banners and logos. Your store profile can be updated later whenever your business information changes.

What Happens Next

After completing the Store section, continue with the next setup guide:

Product Add-ons Setup Guide →