

AladdinStores Seller Shipping Setup Guide

Use this guide to configure where you ship, review shipping zones, set regional shipping options, and add clear shipping and refund policies for buyers.

What This Guide Covers

- Opening Shipping from the Seller Dashboard.
- Reviewing the available shipping zones and choosing the regions you want to configure.
- Editing a shipping zone, selecting states where available, and optionally restricting shipping by ZIP/postal code.
- Enabling the shipping method for the selected zone.
- Adding processing time, shipping policy, and refund policy information.
- Saving and reviewing your shipping settings.

Before You Start

Decide which countries or regions you can realistically serve, which shipping method you will use, how long you need to prepare an order, and the main shipping/refund terms that apply to your store. Only enable destinations you are prepared to fulfil.

1. Go to Seller Dashboard → Settings → Shipping

Log in to your seller account and open the Seller Dashboard. From the left menu, select Settings, then choose Shipping.

The screenshot displays the AladdinStores Seller Dashboard. On the left, a dark sidebar menu contains various options, with 'Settings' highlighted in orange and marked by a red arrow. A secondary menu is open from 'Settings', showing 'Shipping' as the selected option, also indicated by a red arrow. The main content area features a top summary table, a line chart, and an 'Orders' section.

Total Earning	Marketplace Discount	Store Discount	Variations Sold
\$0.00 0%	\$0.00 0%	\$0.00 0%	0 0%

The line chart below the table shows a data spike around August 14, 2025. The 'Orders' section on the right displays a message: 'No data for the selected date range'.

<https://www.aladdinstores.com/dashboard/settings/store/>

Seller Dashboard → Settings → Shipping

2. Review the Shipping Page and Available Zones

The Shipping page lists the available geographic shipping zones. Each zone groups destinations that can share a shipping method. Review the list before editing so you know which regions are relevant to your store.

Auction

Request Quotes

Product Q&A

Reviews

Coupons

Followers

Reports

Analytics

Subscription

Withdraw

Badge

Buyer Account

Return Requests

Support

Admin Support

Announcements (10)

Tools

Printful

Settings

Store

Addons

Payment

Shipping

Click here to add Shipping Policies

A shipping zone is a geographic region where a certain set of shipping methods are offered. We will match a customer to a single zone using their shipping address and present the shipping methods within that zone to them.

ZONE NAME	REGION(S)	SHIPPING METHODS	ACTIONS
Bahrain	Bahrain	Standard Shipping	
GCC	Saudi Arabia, United Arab Emirates, Kuwait, Oman, Qatar	Standard Shipping	
Middle East	Bahrain, Cyprus, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestinian Territory and 6 other regions	Standard Shipping	
United States	United States (US)	Standard Shipping	
Asia	Asia, Afghanistan, Armenia, Azerbaijan, Bahrain, Bhutan, British Indian Ocean Territory, Brunei, Cambodia, Christmas Island and 43 other regions	Standard Shipping	
Europe	Europe, Åland Islands, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Czech Republic, Denmark, Estonia and 43 other regions	Standard Shipping	
North America	North America, Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bonaire, Saint Eustatius and Saba, Canada and 32 other regions	Standard Shipping	
South America	South America, Falkland Islands, French Guiana, Guyana, Suriname, Venezuela, Uruguay, Peru, Paraguay, Ecuador and 5 other regions	Standard Shipping	
Africa	Africa, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Brazzaville) and 49 other regions	Standard Shipping	
Oceania	Oceania, American Samoa, Belau, Cook Islands, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Micronesia and 17 other regions	Standard Shipping	
Antarctica	Antarctica, Antarctica, Bouvet Island, French Southern Territories, Heard Island and McDonald Islands, South Georgia/Sandwich Islands	Standard Shipping	
Locations not covere...	Everywhere	Standard Shipping	

Review the available shipping zones and shipping methods.

How to choose your zones

You do not need to configure every zone simply because it appears on the page. Focus on the regions you can actually ship to. For example, a London-based seller may begin with London and Europe then add Middle East, Europe, Asia, or other regions only when delivery is available.

3. Choose a Region and Select Edit

For the shipping zone you want to configure, select the three-dot Actions menu on the right and choose Edit. Repeat this process for each region you want to review or configure.

Auction

Request Quotes

Product Q&A

Reviews

Coupons

Followers

Reports

Analytics

Subscription

Withdraw

Badge

Buyer Account

Return Requests

Support

Admin Support

Announcements (10)

Tools

Printful

Settings

Store

Addons

Payment

Verification

Shipping

Shipping

A shipping zone is a geographic region where a certain set of shipping methods are offered. We will match a customer to a single zone using their shipping address and present the shipping methods within that zone to them.

ZONE NAME	REGIONS	SHIPPING METHODS	ACTIONS
Bahrain	Bahrain	Standard Shipping	⋮
GCC	Saudi Arabia, United Arab Emirates, Kuwait, Oman, Qatar	Standard Shipping	⋮
Middle East	Bahrain, Cyprus, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestinian Territory and 6 other regions	Standard Shipping	⋮
United States	United States (US)	Standard Shipping	⋮
Asia	Asia, Afghanistan, Armenia, Azerbaijan, Bahrain, Bhutan, British Indian Ocean Territory, Brunei, Cambodia, Christmas Island and 43 other regions	Standard Shipping	⋮
Europe	Europe, Åland Islands, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Czech Republic, Denmark, Estonia and 43 other regions	Standard Shipping	⋮
North America	North America, Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bonaire, Saint Eustatius and Saba, Canada and 32 other regions	Standard Shipping	⋮
South America	South America, Falkland Islands, French Guiana, Guyana, Suriname, Venezuela, Uruguay, Peru, Paraguay, Ecuador and 5 other regions	Standard Shipping	⋮
Africa	Africa, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Brazzaville) and 49 other regions	Standard Shipping	⋮
Oceania	Oceania, American Samoa, Belau, Cook Islands, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Micronesia and 17 other regions	Standard Shipping	⋮
Antarctica	Antarctica, Antarctica, Bouvet Island, French Southern Territories, Heard Island and McDonald Islands, South Georgia/Sandwich Islands	Standard Shipping	⋮
Locations not covered	Everywhere	Standard Shipping	⋮

Click here to add Shipping Policies

Edit

Open the Actions menu for a shipping zone and select Edit.

4. Review the Shipping Zone Details

The Shipping Zone page shows the Zone Name and the locations included in that zone. Review these carefully before making changes. Where the Select States field is available, use it if you need to narrow the zone to particular states or areas.

Shipping Zone [Back](#)

A shipping zone is a geographic region where a certain set of shipping methods are offered. We will match a customer to a single zone using their shipping address and present the shipping methods within that zone to them.

Zone Name: Middle East

Location: Bahrain, Cyprus, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestinian Territory and 6 other regions

Select States:

Restrict to Specific ZIP/Postal Code: ☐

[Save Changes](#)

Shipping Methods
Add your shipping method for appropriate zone

METHOD TITLE	STATUS	DESCRIPTION	ACTIONS
Standard Shipping	☐	Set your own rate for this region.	...

[Add Shipping Method](#)

Review the zone, locations, optional state selection, and shipping method.

Optional: Restrict Shipping by ZIP/Postal Code

Use Restrict to Specific ZIP/Postal Code only when you need shipping to apply to particular postal areas within the selected region. If you serve the entire selected region, leave this restriction off.

Example

If you deliver only to selected postal areas, enable the restriction and enter the applicable ZIP/postal codes. If you deliver throughout the full zone, do not add unnecessary postal restrictions.

5. Enable the Shipping Method for the Zone

Under Shipping Methods, make sure the required shipping method is enabled for the zone you intend to serve. In the example shown, Standard Shipping is the available method. After reviewing the zone settings, select Save Changes where required.

6. Edit the Shipping Method and Set the Rate

After enabling the shipping method for the selected zone, use the three-dot Actions menu beside Standard Shipping and select Edit. This opens the shipping method settings for that region.

Location: Europe, Åland Islands, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Czech Republic, Denmark, Estonia and 43 other regions

Select States:

Restrict to Specific ZIP/Postal Code: ☒

Set ZIP/Postal code:
Specify which ZIP or postal codes this shipping zone applies to. Leave empty to apply this shipping zone to all addresses within the selected region.

[Save Changes](#)

Shipping Methods

Add your shipping method for appropriate zone

METHOD TITLE	STATUS	DESCRIPTION	ACTIONS
Standard Shipping	☒	Set your own rate for this region.	Edit Delete

Shipping Methods → Actions → Edit

7. Complete the Shipping Method Details

Review and complete the fields in the Edit Shipping Method window. The settings apply to the shipping method for the zone you are editing.

- Method Title: Keep a clear buyer-facing name such as “Standard Shipping,” or use another accurate service name if appropriate.
- Cost: Enter the shipping charge for this region. Use 0 only when shipping for that zone is genuinely free.
- Tax Status: Choose the appropriate tax treatment available for the shipping method.
- Description: Add a short, clear description that helps explain the shipping option for the region.
- Shipping Class Cost: If your store uses shipping classes, enter any class-specific costs that apply. If a class is not used or no extra charge applies, leave it as appropriate for your setup.

Edit Shipping Method

Method Title

Standard Shipping

Cost

0

Enter a cost (excl. tax) or sum, e.g. 10.00 * [qty]. Use [qty] for the number of items, [cost] for the total cost of items, and [fee percent=10' min_fee=20' max_fee=] for percentage based fees.

Tax Status

None

Description

Set your own rate for this region.

Shipping Class Cost

These costs can optionally be added based on the product shipping class

"Express Shipping" shipping class cost

N/A

Enter a cost (excl. tax) or sum, e.g. 10.00 * [qty]. Use [qty] for the number of items, [cost] for the total cost of items, and [fee percent=10' min_fee=20' max_fee=] for percentage based fees.

"Fragile Products" shipping class cost

N/A

Enter a cost (excl. tax) or sum, e.g. 10.00 * [qty]. Use [qty] for the number of items, [cost] for the total cost of items, and [fee percent=10' min_fee=20' max_fee=] for percentage based fees.

"Free Shipping" shipping class cost

Edit the shipping method title, cost, tax status, description, and any applicable shipping-class costs.

Example

For a zone using a simple fixed delivery charge, a seller might keep the Method Title as “Standard Shipping,” enter the applicable shipping cost for that region, choose the correct tax status, and use a short description such as “Standard delivery for this region.” Enter only rates and class costs that match your actual fulfilment setup.

After completing the shipping-method settings, save the method using the available save control in the Edit Shipping Method window. Then continue reviewing any ZIP/postal-code restrictions for the zone if needed.

8. Add ZIP/Postal Codes When Needed

If you enable Restrict to Specific ZIP/Postal Code, a field appears where you can enter the postal codes that should be covered. Enter only the codes that apply to your delivery area, then save the zone changes.

Shipping Zone [Back](#)

A shipping zone is a geographic region where a certain set of shipping methods are offered. We will match a customer to a single zone using their shipping address and present the shipping methods within that zone to them.

Zone Name Middle East

Location Bahrain, Cyprus, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestinian Territory and 6 other regions

Select States

Restrict to Specific ZIP/Postal Code ☒

Set ZIP/Postal code
Specify which ZIP or postal codes this shipping zone applies to. Leave empty to apply this shipping zone to all addresses within the selected region.

[Save Changes](#)

Shipping Methods
Add your shipping method for appropriate zone

METHOD TITLE	STATUS	DESCRIPTION	ACTIONS
Standard Shipping	☒	Set your own rate for this region.	...

[Add Shipping Method](#)

Example: postal-code restriction enabled for a shipping zone.

Important

Postal-code restrictions are optional. Do not use them unless your shipping service genuinely covers only selected postal areas.

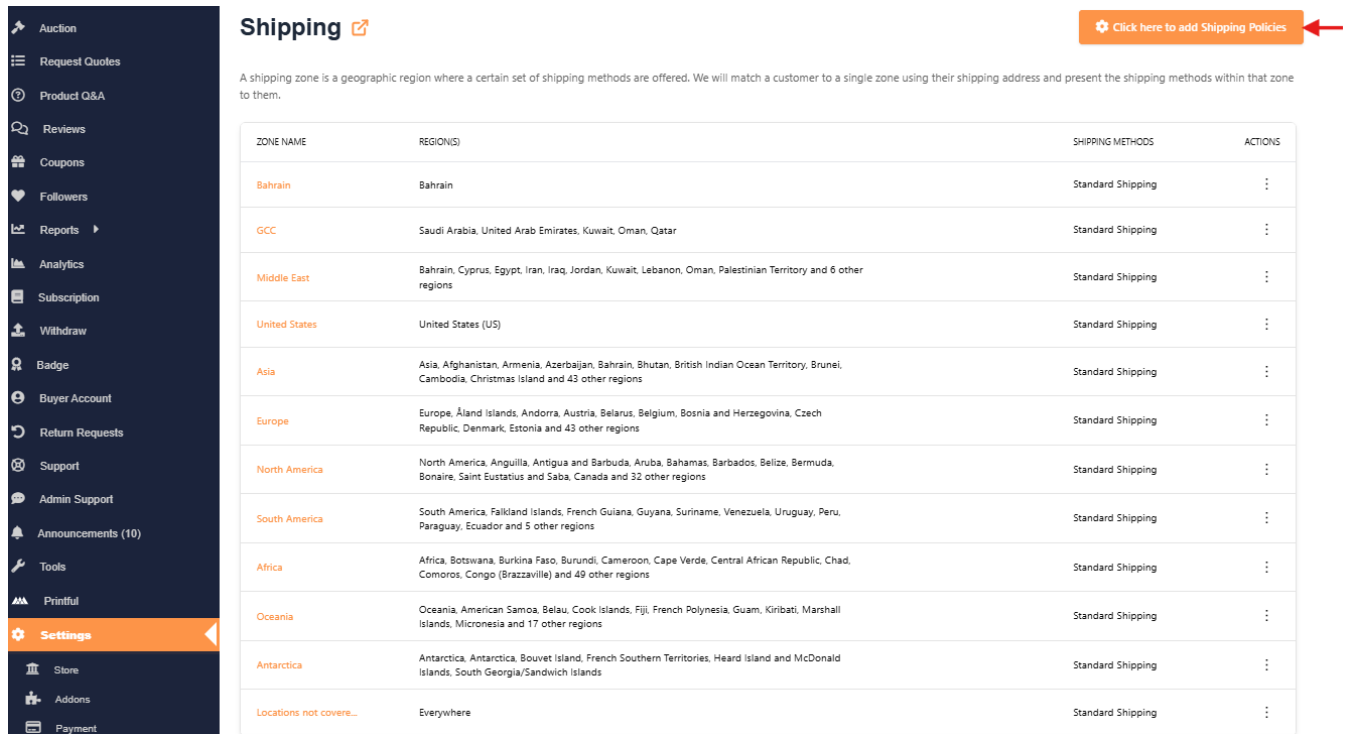
Guidance for Setting Regions

- London: use when you offer local delivery within London.
- GCC: use when you can ship to the GCC destinations included in the zone.
- Middle East: use when your carrier/service covers the countries included in that zone.
- Asia, Europe, North America, South America, Africa, Oceania, or other regions: configure only where you have a practical shipping method and can fulfil orders.
- Locations not covered / Everywhere: use carefully. A broad zone can make shipping appear available in destinations you may not actually serve.

After configuring the regions you want to serve, return to the main Shipping page and continue with your store shipping policies.

9. Open Shipping Policies

From the Shipping page, select [Click here to add Shipping Policies](#). This opens the section where you can provide your processing time, shipping policy, and refund policy.



Shipping

A shipping zone is a geographic region where a certain set of shipping methods are offered. We will match a customer to a single zone using their shipping address and present the shipping methods within that zone to them.

ZONE NAME	REGION(S)	SHIPPING METHODS	ACTIONS
Bahrain	Bahrain	Standard Shipping	⋮
GCC	Saudi Arabia, United Arab Emirates, Kuwait, Oman, Qatar	Standard Shipping	⋮
Middle East	Bahrain, Cyprus, Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Palestinian Territory and 6 other regions	Standard Shipping	⋮
United States	United States (US)	Standard Shipping	⋮
Asia	Asia, Afghanistan, Armenia, Azerbaijan, Bahrain, Bhutan, British Indian Ocean Territory, Brunei, Cambodia, Christmas Island and 43 other regions	Standard Shipping	⋮
Europe	Europe, Åland Islands, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Czech Republic, Denmark, Estonia and 43 other regions	Standard Shipping	⋮
North America	North America, Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bermuda, Bonaire, Saint Eustatius and Saba, Canada and 32 other regions	Standard Shipping	⋮
South America	South America, Falkland Islands, French Guiana, Guyana, Suriname, Venezuela, Uruguay, Peru, Paraguay, Ecuador and 5 other regions	Standard Shipping	⋮
Africa	Africa, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo (Brazzaville) and 49 other regions	Standard Shipping	⋮
Oceania	Oceania, American Samoa, Belau, Cook Islands, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Micronesia and 17 other regions	Standard Shipping	⋮
Antarctica	Antarctica, Antarctica, Bouvet Island, French Southern Territories, Heard Island and McDonald Islands, South Georgia/Sandwich Islands	Standard Shipping	⋮
Locations not covered...	Everywhere	Standard Shipping	⋮

Select “[Click here to add Shipping Policies](#)”.

10. Set Your Processing Time

Choose a realistic processing time showing how long you normally need to prepare, pack, and make an order ready for shipment. Processing time is separate from the carrier's delivery time.

Processing-time example

“1-2 business days” means the seller normally needs one to two business days to prepare the order before it is handed to the shipping carrier.

11. Write Your Shipping Policy

Use the Shipping Policy field to explain the shipping information buyers should know before ordering. Keep it clear, practical, and specific to your store.

What to Include in a Shipping Policy

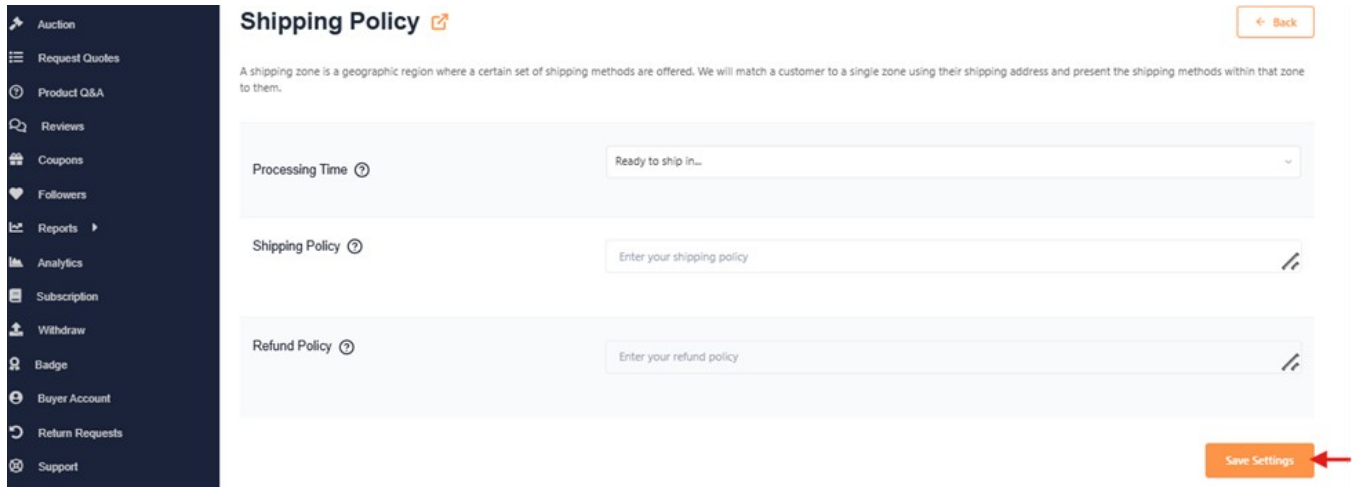
- Processing/dispatch timing.
- Regions or destinations served, where useful.
- How delivery estimates are determined.
- Any important product or destination restrictions.
- A clear note that carrier, customs, weather, or other external delays may affect delivery where applicable.

12. Write Your Refund Policy

Use the Refund Policy field to explain the basic refund conditions that apply to your store. State the request period and any important conditions clearly. Your store policy should remain consistent with AladdinStores marketplace requirements and applicable rules.

13. Save Your Shipping Policies

Check the information for accuracy and spelling, then select Save Settings. Update these settings whenever your processing times, destinations, or store policies change.

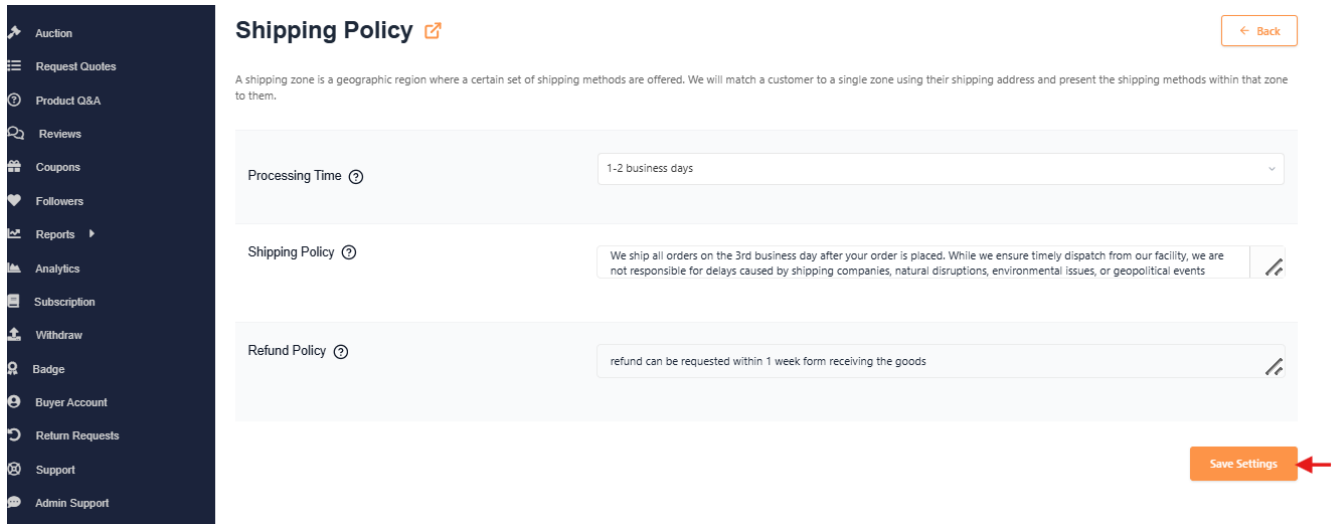


The screenshot shows the 'Shipping Policy' settings page. On the left is a dark sidebar with a list of navigation items: Auction, Request Quotes, Product Q&A, Reviews, Coupons, Followers, Reports, Analytics, Subscription, Withdraw, Badge, Buyer Account, Return Requests, and Support. The main content area is titled 'Shipping Policy' with an external link icon. Below the title is a descriptive paragraph: 'A shipping zone is a geographic region where a certain set of shipping methods are offered. We will match a customer to a single zone using their shipping address and present the shipping methods within that zone to them.' There are three main input fields: 'Processing Time' with a dropdown menu showing 'Ready to ship in...', 'Shipping Policy' with a text input field containing 'Enter your shipping policy', and 'Refund Policy' with a text input field containing 'Enter your refund policy'. Each field has a help icon to its left. At the top right is a '← Back' button. At the bottom right is an orange 'Save Settings' button, which is pointed to by a red arrow.

Complete the policy fields and select Save Settings.

Example of Completed Shipping Policy Settings

The screenshot below is an example of how the fields may be completed. Use it as guidance only; each seller should enter information that accurately reflects their own store.



This screenshot shows the same 'Shipping Policy' settings page, but with the fields filled out. The 'Processing Time' dropdown now shows '1-2 business days'. The 'Shipping Policy' text field contains: 'We ship all orders on the 3rd business day after your order is placed. While we ensure timely dispatch from our facility, we are not responsible for delays caused by shipping companies, natural disruptions, environmental issues, or geopolitical events'. The 'Refund Policy' text field contains: 'refund can be requested within 1 week form receiving the goods'. The 'Save Settings' button at the bottom right is again highlighted with a red arrow.

Example of completed processing time, shipping policy, and refund policy.

Tips & Important Notes

- Only enable shipping regions you can actually serve.
- Check the countries included in a zone before enabling it.
- Use ZIP/postal restrictions only when your delivery coverage requires them.
- Keep processing time realistic; do not confuse processing time with delivery time.
- Avoid guaranteeing an exact delivery date when the carrier or customs process is outside your control.
- Keep shipping and refund wording easy for buyers to understand.
- Make sure your store policy does not conflict with AladdinStores marketplace policies or applicable requirements.
- Review shipping settings whenever you change carriers, rates, destinations, processing times, or fulfilment arrangements.

Seller Shipping Responsibilities & Important Requirements

Shipping settings are part of the seller's fulfilment responsibilities. Sellers should provide accurate shipping information, meet the processing and dispatch times they publish, and keep each order updated through the Seller Dashboard.

- **Set accurate and realistic processing times.**
Choose a processing time you can consistently meet. Prepare and dispatch orders within the timeframe shown to buyers and avoid unnecessary or repeated delays.
- **Be clear and consistent about delivery expectations.**
Provide realistic shipping and delivery information. Do not promise an exact arrival date when the timing depends on a carrier, customs, weather, or other circumstances outside your control.
- **Fulfil the order exactly as described.**
The product sent to the buyer should accurately match the listing details, description, selected options, quantity, condition, and other information provided on AladdinStores.

Seller Shipping Responsibilities - Continued

- **Package every order securely.**
Prepare the product carefully and use suitable protective packaging so the parcel is ready to be handed to the shipping carrier in a secure condition.
- **Use shipping regions and services you can actually fulfil.**
Only enable destinations and shipping methods that you can serve reliably. Make sure the carrier receives the correct parcel and delivery information required for the shipment.
- **Add tracking information promptly.**
When a tracking number is provided by the shipping carrier, add it together with the relevant shipment information to the applicable order in your Seller Dashboard.
- **Keep the order information updated.**
Update the applicable processing, shipment, delivery, and other required order information as the order progresses. Detailed order-management steps will be explained later in the Seller Order Management Guide.
- **Take processing and shipping delays seriously.**
If an unexpected issue affects fulfilment or dispatch, act promptly and keep the order information accurate. Where communication is required, provide clear and timely information rather than leaving the order without an update.
- **Review your shipping setup regularly.**
Update your shipping regions, rates, processing times, policies, and fulfilment information whenever your actual shipping arrangements change.

Shipping Best-Practice Checklist

- Set only processing times you can consistently fulfil.
- Dispatch orders within the stated processing timeframe.
- Keep delivery information clear and realistic.
- Make sure the shipped product matches the listing information.
- Pack every order securely for transport.
- Use only shipping destinations and methods you can fulfil.
- Add tracking details when tracking is available.
- Keep shipment and order information updated in the Seller Dashboard.

What Happens Next

Once your zones, shipping method, processing time, shipping policy, and refund policy are saved, your core seller shipping setup is complete. You can return to Settings > Shipping at any time to review or update the information.

Related Guides

Next Guide: Seller Social Profiles Guide →