

# AFFILIATE PROGRAM Frequently Asked Questions (FAQ)

## What is PETRONAS Shop's Affiliate Program?

Our affiliate program allows you to earn commissions just by promoting our products. By referring customers to our website using your unique affiliate link, you can earn a percentage of the sales generated from your referrals.

#### How do I sign up for the affiliate program?

Signing up is easy and free! Just click the "Join Now" button on our affiliate program page, fill out the registration form and you'll receive your unique affiliate link once your application is approved.

#### Who can join the affiliate program?

Anyone with a website, blog, social media presence, or email list can join. Whether you're an individual marketer, blogger, influencer, or a business you're welcome to become an affiliate.

#### How do I earn commissions?

You earn commissions by promoting our products through your unique affiliate link. When someone clicks on your link and makes a purchase, you earn a percentage of the sale.



#### What is the commission rate?

Our commission rates are competitive and rewarding. Specific rates can be found on our affiliate dashboard after you sign up.

## When and how do I get paid?

Commissions are paid out on a monthly basis. You can track your earnings and payment schedule in your affiliate dashboard.

### How is the tracking done?

We use an affiliate platform that tracks every referral you make using your unique affiliate link. You can monitor your performance, clicks and sales in real time through your affiliate dashboard.

## Are there any costs to join the program?

No, joining our affiliate program is completely free. There are no hidden fees or costs.

## Do you provide marketing materials?

Yes, we provide a variety of marketing resources like banners to help you promote our products effectively.



## How do I access my affiliate dashboard?

Once you sign up and your application is approved, you will receive login credentials to access your affiliate dashboard where you can track your performance, commissions and access to marketing materials.

#### Can I promote on social media?

Absolutely! You can share your unique affiliate links on your social media platforms, blog, website or through email marketing. The more you promote, the more you can earn.

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#### What happens if a customer returns a product?

If a customer returns a products and a refund is issued, the corresponding commission for that sale will be deducted from your earnings

## How long does the cookie last?

Our cookies last for 30 days. This means you will earn commission on any purchase made by a referred customer within 30 days of their initial click



# Can I use paid advertising to promote my affiliate links?

Yes, you can use paid advertising as long as it complies with our affiliate program policies and guidelines. Ensure that your ads accurately represent our brand and products.

# Where can I find the affiliate program policies?

You can find our affiliate program policies and terms of service in our affiliate dashboard.