

Affiliate FAQs

General Program Information

What is the Volusion Affiliate Program?

Volusion is a fully hosted ecommerce solution that offers the tools and resources to help clients build, manage and grow a successful online business. Over the past decade, we've worked with thousands of successful merchants, making us one of the largest and most respected solutions on the market. Our user-friendly solution appeals to a wide variety of industries and organizations, ranging from mom and pop shops to Fortune 500 companies.

Savvy business owners know that to succeed in today's market, it's imperative to have an online business. Thus, if your site attracts current and potential business owners, you can greatly benefit from the Volusion Affiliate Program

The Volusion Affiliate Program allows you or your organization to earn commissions for referring customers to Volusion. As an affiliate, you'll have access to banners and text links that you can place on your site and/or newsletter. Through these links, customers will be directed to our site, and upon purchase, you'll receive a sizeable commission. It's really that easy!

How do I join the Volusion Affiliate Program?

Volusion is an advertiser in the Commission Junction affiliate network. By applying to our program, you'll also be signing up for an affiliate account with Commission Junction.

What is Commission Junction?

Commission Junction is the largest affiliate advertising network in the market. Their system allows advertisers to run reports and track sales for affiliate advertisers. They also directly handle payments for affiliate publishers.

How does the Volusion Affiliate Program work?

The Volusion Affiliate program allows you to earn commissions for customers that you refer to Volusion. This is tracked by the links that you place onto your website or newsletter. Each month you'll receive a consolidated amount from Commission Junction with all your commissions.

Does it cost me anything to become a Volusion Affiliate?

It's absolutely free! There's no charge to join and no minimum sales requirement.

What are my responsibilities as a Volusion Affiliate?

As an affiliate, it's your responsibility to upload links to your site or newsletters.

Whom should I contact if I have questions about the Volusion Affiliate Program?

Questions pertaining to your account should be directed towards Commission Junction. They offer tools and resources to manage your account. If you can't find the answer there, please feel free to contact Volusion's Affiliate Team at affiliate@volusion.com

Setting up Links

After I join the Volusion Affiliate Program, how do I get the ads and links to put on my site?

Now that you're signed up, you'll receive instructions on how to upload links to your site:

- 1. Log in to your Commission Junction Account*
- 2. You can access our links by clicking "Get Links" -> "By Relationship" in the subtab*
- 3. Click "View Links" next to "Volusion"*
- 4. Once you find a link that you'd like to use on your site, click "Get HTML" to the right side of the page*
- 5. Copy and Paste the given code into your website*

Where should I place the Volusion links on my site?

We recommend that you place links in areas of your site that receive the most traffic. This is ultimately how your customers are going to get to Volusion. Typically, links placed on the top or right hand side of your site work best.

How do I contact Volusion?

You can reach us at affiliate@volusion.com.

Sales and Commission

How much can I earn?

The beauty of this program is the commissions can be endless! The more business you refer to Volusion, the more commissions you gain.

How do I know how much commission I've earned?

Within your Commission Junction administrative panel, you can track Impressions, Clicks, Orders and Commissions.

What about product returns?

If a user returns the product for a refund, or if credit card charges are reversed due to a dispute or credit card fraud, your account will be debited for any commission earned on that transaction.

Who processes orders and handles customer service?

We will take care of processing orders, managing and supporting the customer. All you will need to do is place the link on your site and we'll do the rest.

How will Volusion now that an Order came from my site?

By placing links on your site, the system will be able to track customers that arrive to Volusion from your site.