

PRICES	<p>I am an influencer, how much does fetch cost?</p> <p>No worries, Fetch is free!</p>
APPLICATION	<p>How do I join fetch?</p> <ol style="list-style-type: none"> 1. Open the following link in your smartphone's web browser: https://app.fetch.social/login 2. Press on the share button 3. Click on 'Add to homescreen' 4. Click on 'Add', Fetch will now appear on your homescreen 5. Open the Fetch icon 6. Fill in email, password and repeat your password 7. Fill in your personal details and the social media accounts you are active on, please do this thoroughly as we need this information to properly work with you. Incomplete requests will be denied. 8. Wait for our approval. <ul style="list-style-type: none"> - Accepted? You will receive an email that you're accepted and can now start using fetch. Yay 😊 - Denied? You will receive an email that you're denied but please note that it's always possible to apply again in the future 😞 <p>How long does it take before you accept/deny my application?</p> <p>Weekly all fetch applications are checked, but it could take upto 2 weeks when it's busy</p> <p>Which requirements do I need to meet for my application to be taken into account?</p> <p>Instagrammers / TikTok</p> <ul style="list-style-type: none"> - Belgium based - Your account can not be private - Minimum of 3000 followers <p>* Exception 1: Instagrams with a niche audience can sometimes be accepted when they have less than 3000 followers.</p> <p>* Exception 2: Profiles under 3000 followers with a minimal engagement rate of 15%</p> <ul style="list-style-type: none"> - Decent engagement rate - Good quality pictures and interesting content - No fake followers/comments/likes - Consistency in posting <p>YouTubers / Bloggers / Vloggers</p> <ul style="list-style-type: none"> - Belgium based - No further requirements, each channel or vlog/blog is checked individually <p>If you believe we made a mistake, please send your insights to hello@fetch.social and make your case ;)</p>

<p style="text-align: center;">CREDITS</p>	<p>How do I get credits and how can I receive more credits? Credits are given to you. The number of credits you obtain is based on engagement rate, followers, and some other criteria. More credits can be obtained if your number of follower grows, if your engagement gets better and so on. The more campaigns you complete, the more your credits will go up.</p> <p>How do I get my credits back? Credits are automatically given back to you if your campaign is approved. In order for your campaign to be approved, you need to have uploaded your results correctly. Please see our upload guidelines below (page 5) for more information.</p> <p>How do I see how many credits I currently have? To see how many credits you currently have, go to MY ACCOUNT.</p>
<p style="text-align: center;">MY CAMPAIGNS</p>	<p>What is 'my campaigns'? My campaigns consists of three dots: DOT 1 - New campaigns 📌 Take a look here to see which brands want to collaborate with you through specifically aimed campaigns in the digital showroom. Everybody sees the same products in the digital showroom. DOT 2 - Current campaigns 📌 These are the collaborations you accepted. Aside from this you also will find your 'Digital Showroom' requests that were approved by us and have therefore become campaigns. If you have tasks standing here, you can start fulfilling them. DOT 3 - Completed campaigns 📌 Here you can find the campaigns you have already completed in the past.</p>
<p style="text-align: center;">MY MESSAGES</p>	<p>What is 'my messages'? My message has two features. Firstly, you can find all the messages we have sent to you. Secondly. You can send us a new message by clicking on NEW MESSAGE in the right-hand corner below.</p>
<p style="text-align: center;">PACKAGE PROBLEMS</p>	<p>The item I ordered is too small/too big. What do I do? Be creative! Make a flatlay, do an unboxing, make a gifting story to a friend, ... If there is really a problem, please mail hello@fetch.social with the subject line PROBLEM PACKAGE. We will figure out for you what to do.</p> <p>We rarely accept returns because we won't be able to add the item again to the digital showroom (others are already denied for the campaign of the product once you've received it)</p> <p>My package didn't arrive or was damaged. What do I do? If your package didn't arrive accordingly within two weeks, please mail hello@fetch.social with the subject line LOST/DAMAGED PACKAGE. We will figure this out for you.</p>

PRODUCT REQUESTS

How can I request a product?

To request a product, all you have to do is go to Digital Showroom > Tap on the product you'd like to request > Indicate the tasks you are planning to fulfil > Click on request in the righthand corner below if you have enough credits. Done!

How many times a week do you add new items to the digital showroom?

New items are added weekly to the digital showroom.

How long does it take until my product request is accepted/denied?

Every week, all product requests are handled.

My product request is accepted, what happens now?

If your product request is accepted, the package will be sent to you and the request becomes a campaign. To complete the campaign, all you have to do is complete the tasks you have chosen yourself. When this is finished, please upload the results in the form of a printscreen. See upload guidelines below (page 5) for more information.

If everything is okay, the campaign is approved and you will get your credits back so it's interesting for you to do this ASAP.

If not all the requirements have been respected, the campaign is not approved and you might have to adjust some things in order to get your credits back.

If you don't respect the deadline, Fetch will cancel your campaign and you will lose your credits. If this happens frequently you can be removed from the app.

If you have troubles uploading results, please feel free to contact us on the Fetch Instagram DM, through a message in the app or by email. We will find a way to resolve the problem together

IMPORTANT! : A different RESULT means a different UPLOAD image! results can not be the same and different campaigns can not have the same result uploads. Therefore it's key that you make different content for each product and result! (for example a swipe up story can not be the same printscreen as a story if you have promised both)

No matter for which brand you make content, you should always use #gifted or #advertising following the ASA influencer guidelines

Fetch has the right to use your results for content on their own social media platforms, ofcourse you will be mentioned if possible.

If you agree to a campaign you are obliged to keep your created content online for at least 2 months. So don't delete your content after the campaign is completed!

Why is my product request denied?

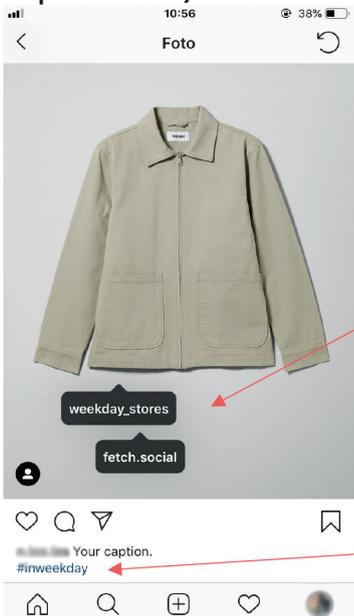
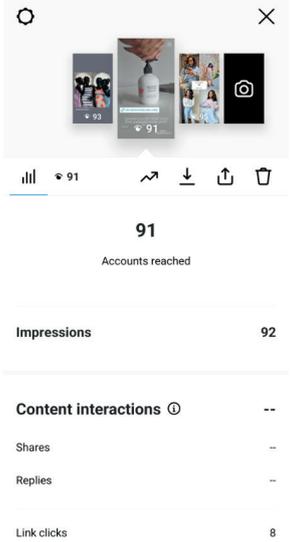
There are several reasons why your product request is denied, for example:

- There were too many demands and we can only give the product to a limited number of people;
- We don't see a brand fit between you and the brand;
- People with higher engagement rates, a bigger following, ... have requested the item as well;
- You have already ordered an item from the same limited edition collection;
- We want to give opportunities to other influencers, as we may have already collaborated a lot;
- There were other influencers who offered more visibility f.e. IG post + IG Story + Blog + ... (the more you offer, the bigger the chance to get the campaign!)

I want to request a product but I don't have enough credits, what do I do?

Please go to my pitches > new pitch > pitch your idea > click on PITCH! In the righthand corner or send us a message with your request.

<p>MY PITCHES</p>	<p>What is MY PITCHES? In MY PITCHES you can find two dots. DOT 1: CURRENT PITCH Here you can find all the pitches that are currently in the run and waiting for approval. DOT 2: NEW PITCH Here you can pitch your idea to us.</p> <p>If your PITCH request doesnt come through please contact us in the app, by email or in the instagram DM.</p> <p>How long does it take until my pitch is accepted/denied? Every other week, all pitches are handled.</p>
<p>UPLOADING MY RESULTS</p>	<p>How much time do I have to complete my campaign? You have two weeks to complete your campaign. This date starts on the day your campaign is accepted.</p> <p>How do I upload my result(s)? See our upload guidelines below (page 5).</p>
<p>MY ACCOUNT</p>	<p>How do I sign out of fetch? Go to my account > Click on the two dots in the right corner > Click on Sign Out.</p> <p>How can I change my password? Go to MY ACCOUNT > Click on the two dots on top > Click on change password > fill in your current password, your new password, repeat your new password and click on save password.</p> <p>I forgot my password. What do I do? Click on 'Forgot Password' underneath the login button on the homescreen.</p> <p>My address changed. What do I do? Go to MY ACCOUNT > ACCOUNT DETAILS > Change your address > Click on NEXT!</p> <p>How do I delete my account? To delete your account. Please mail hello@fetch.social with the subject line DELETE ACCOUNT.</p>
<p>OTHER</p>	<p>I didn't find my answer in this FAQ, what do I do? Please contact hello@fetch.social with the subject line NEW QUESTION and we will answer your question ASAP or find a solution to your problem as soon as possible.</p>

UPLOAD GUIDELINES	
<p>YOUTUBE</p>	<p>Upload the link to your video and a screenshot</p>
<p>INSTAGRAM POST</p>	<p>Upload a screenshot of your Instagram post that shows the required hash- and phototags. (example below)</p>  <p>INSIGHTS</p>  <p>Upload a screenshot of your Instagram post insights with the number of views and reach (example above)</p>
<p>INSTAGRAM STORY / TIKTOK / REEL</p>	<p>Upload a screenshot of your IG story that shows the required tags and the number of views. (example below)</p>  <p>INSIGHTS</p>  <p>Upload a screenshot of your IG story Insights that shows the number of views and reach. (example above)</p>
<p>BLOG / VLOG POST</p>	<p>Upload the link to your vlog/blog post and a screenshot</p>