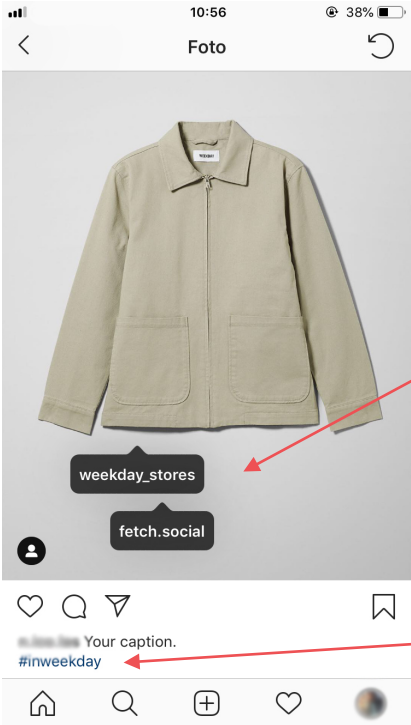



<p>PRICES</p>	<p>I am an influencer, how much does fetch cost? No worries, Fetch is free!</p> <p>I represent a company, how much does it cost to use the services of fetch? For business inquiries and rates, please contact hello@fetch.social .</p>
<p>APPLICATION</p>	<p>How do I join fetch? <ol style="list-style-type: none"> 1. Download fetch in the App Store or in Google Play 2. Click on register here 3. Fill in email, password and repeat your password 4. 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. 5. 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? Every Monday and Thursday all fetch applications are checked.</p> <p>Which requirements do I need to meet for my application to be taken into account?</p> <p><u>Instagrammers</u></p> <ul style="list-style-type: none"> - Belgium based - Minimum of 3000 followers * Exception 1: Instagrams with a niche audience can sometimes be accepted when they have less than 3000 followers. * Exception 2: Profiles under 3000 followers with a minimal engagement rate of 15% - Decent engagement rate - Good quality pictures and interesting content - No fake followers/comments/likes - Consistency in posting <p><u>YouTubers</u></p> <ul style="list-style-type: none"> - Belgium based - No further requirements, each channel is checked individually <p><u>Bloggers</u></p> <ul style="list-style-type: none"> - Belgium based - No further requirements, each 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>

<p>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.</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>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. 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>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 righthand corner below.</p>
<p>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>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	<p>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!</p> <p>How many times a week do you add new items to the digital showroom? Every Wednesday, new items are added to the digital showroom.</p> <p>How long does it take until my product request is accepted/denied? Every Tuesday, all product requests are handled.</p> <p>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.</p> <p>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.</p> <p>Why is my product request denied? There are several reasons why your product request is denied, for example:</p> <ul style="list-style-type: none"> - 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 + ... - ... <p>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.</p>
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<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>How long does it take until my pitch is accepted/denied? Every Tuesday, 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? Please contact hello@fetch.social with the subject line FORGOTTEN PASSWORD.</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.</p>
<p>INSTAGRAM POST</p>	<p>Upload a screenshot of your Instagram post that shows the required hash- and phototags. (example below)</p>  <p>The screenshot shows an Instagram post of a beige jacket. Red arrows point to the tags @weekday_stores and @fetch.social, and the caption #inweekday.</p>
<p>INSTAGRAM STORY</p>	<p>Upload a screenshot of your IG story that shows the required tags and the number of views. (example below)</p>  <p>The screenshot shows an Instagram story of a beige jacket. Red arrows point to the tags @weekday_stores and @fetch.social, and the view count 'Gezien door 11'.</p>
<p>BLOG POST</p>	<p>Upload the link to your blog post.</p>