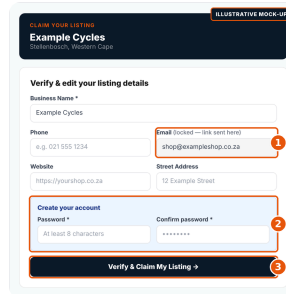


## 1 Claim your shop page

We've set up a basic page for your shop. Open it and tap **Is this your shop? Claim it**, and we'll email a 6-digit code to your shop's listed address, then a claim link (valid for 30 days). **Already got a claim link from us by email? Just open it.**

- 1 Use the **email address we have on file**. It's locked in for your security.
- 2 **Set a password**. This creates your shop account and signs you straight in.
- 3 Check your name, phone, website, address and description, then tap **Verify & Claim My Listing**. Your page now shows as **Claimed**.

Email not arriving, or not your address? Email [support@crankmart.com](mailto:support@crankmart.com). Not listed yet? Add your shop at [crankmart.com/za/directory/register](https://crankmart.com/za/directory/register).



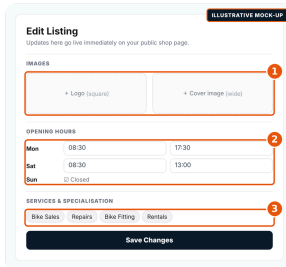
**ILLUSTRATIVE MOCK-UP** Claim form (example shop)

## 2 Complete your profile

Go to **My Account** → **Edit my shop profile**. First check what we've already filled in, then add the rest so cyclists recognise you at a glance:

- 1 Your **logo** and a wide **cover image** (your storefront works well).
- 2 Your **opening hours**.
- 3 Your **services**, like repairs, bike fitting or rentals.

Tap **Save Changes** and your page updates straight away.

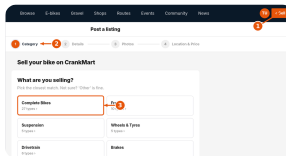


**ILLUSTRATIVE MOCK-UP** Shop profile editor

## 3 List a bike yourself

- 1 Tap **+ Sell** at the top of any page.
- 2 Follow 4 short steps: category, details, photos, then location and price.
- 3 Pick what you're selling, e.g. **Complete Bikes**. Your listing shows straight away, and **Buy Now** switches on once our team has checked it.

**Tip:** buyers love the frame size, the gears (the groupset, e.g. Shimano Deore) and when it was last serviced. For e-bikes, add a photo of the display showing the km.



**SCREENSHOT** [crankmart.com/za/sell](https://crankmart.com/za/sell)

## After you're live

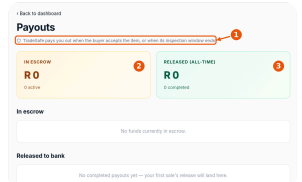
You can **edit**, **mark as sold** and **renew** your listings yourself. If you edit a listing, we give it a quick re-check: it stays visible, but buyers can't buy it until our team has re-approved it. To pause or remove a listing, email [support@crankmart.com](mailto:support@crankmart.com).

## 4 How escrow works

**Escrow** means TradeSafe, an independent escrow service, holds the buyer's money until they have the bike. Nobody pays anyone directly.

- 1 The buyer pays into TradeSafe. You ship the bike or the buyer collects it. The buyer then has an **inspection window** (currently 2 days) to check it. TradeSafe pays you when they accept it, or when the window ends with no issue raised.
- 2 **In escrow:** money TradeSafe is holding for your sales.
- 3 **Released:** money paid out to your bank, usually 1 to 3 business days after release.

Available in South Africa. CrankMart does not charge any commission on escrow payments. TradeSafe charges its own escrow fee when a bike sells.



**SCREENSHOT** Your Payouts page (test account, no sales yet)

## 5 Set up payouts in your account

Go to **My Account** → **Sell** → **Set up payouts**. This opens **Seller verification**, so TradeSafe can pay you after each sale. You can list without it, but buyers can only **Buy Now** once payouts are set up.

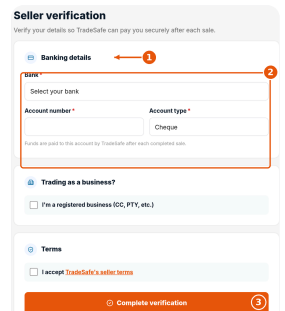
- 1 Add your details. TradeSafe needs your ID number (required by law) and a mobile number, so it can SMS you when money is paid out.
- 2 Choose your bank and add your account number and account type. Registered business (e.g. Pty Ltd)? Tick the box and add your registration number; an authorised person's ID is still needed. Capitec Business isn't listed yet; email support and we'll help.
- 3 Accept TradeSafe's seller terms and tap **Complete verification**.

Your details go straight to TradeSafe. CrankMart only keeps a reference number.

**Never by email.** CrankMart will never ask for your bank details by email, chat or phone. If someone does, it isn't us. Need to change your bank account later? Email [support@crankmart.com](mailto:support@crankmart.com) (without the details) and we'll take you through it.



**SCREENSHOT** Seller dashboard



**SCREENSHOT** Seller verification (empty form)

## 6 We're here to help

Stuck, or just want to check something? No question is too small. Email [support@crankmart.com](mailto:support@crankmart.com) and we'll get back to you. Or use our contact form at [crankmart.com/za/contact](https://crankmart.com/za/contact).