

FAQs - Frequently Asked Questions

Eventeny is a self-service platform, which means third-party organizations create and manage their own events. If you have questions that are event-specific, click on the “message” button on the bottom of the event page to contact the event organizer directly. Eventeny cannot answer questions about an event on the organizer’s behalf.

We are always here to help! Below are some of our most frequently asked questions, if these still do not answer your questions, please reach out to support@eventeny.com.

Forgot Password

Under the sign in page, just select "forgot password?" and you will receive an email to change your password. <https://www.eventeny.com/users/forgot/>

I am not receiving emails from Eventeny.

Make sure your email address on file is correct, visit your [personal information](#) to check. Sometimes email providers think our messages are spam. Check your spam/junk folder to see if our emails were diverted there. If you're using Gmail, also check your Promotions and Social tabs. Add Eventeny's email addresses to your address book/safe list: express@eventeny.com and reach out to your email provider.

I purchased tickets but put both tickets in my name. I need the second ticket in another name. How do I update that?

Make sure you are logged in to your account and go to View Profile and you will see your purchased tickets. Click on your ticket and you will see where you can edit the names on the tickets.

Feature Request

We are continuously improving our platform based on the feedback we receive. In fact, we built the virtual marketplace during COVID-19 to help artists and vendors generate revenue during these difficult times. If there is a feature you would like to see, we are happy to share it with our engineering team. Please email: support@eventeny.com

It appears that my account is deleted?

Make sure when you are logging in you are using the correct email address and password.

How do I delete my account on Eventeny?

You can deactivate your business account, but it will also deactivate your approved applications to any events that you have applied to. If you are an event organizer you will lose access to your events, and they will be deleted. Please reach out to us support@eventeny.com and we will take care of this for you.

Artist/Vendor/Exhibitor Specific FAQs

These questions are specific for those who are applying to events. If these do not answer your questions, please reach out to support@eventeny.com We're always here to help!

What is the status of my application?

You can view the status of an application by clicking the "My Applications" tab at the top of the screen when you log in. We are a self-service platform, if you have specific questions about an event you have applied for, feel free to reach out to the organizers directly by clicking the "message" button on the event page (just make sure to be logged in).

How do I remove an incomplete application?

An incomplete application will automatically disappear after the deadline passes. If you wish to no longer participate in an event, please reach out to the organizer of the event.

I applied under the wrong application. What should I do?

You will have to reach out to the event organizer and ask them to withdraw your application, then reapply for the correct application. For legal reasons, we do not switch people between applications.

How do I update my credit card information?

To update your credit card information, go to the My Applications tab at the top of the screen, select the application you need to update your card information on. At the bottom of the application, you should see an option to update payment:

Prices

Single Booth (10'x10') x 1 \$250.00 [Charge upon ap...](#)

Payment method

1  1009 08 / 2024 30345

[Update Payment Method](#)

How do I create a shop and sell on Eventeny?

We have tutorial videos and step by step instructions to help you through the process.

[Profile & Zoom](#) - Will guide you through setting up your business profile

[Adding products](#) - How to add products, quantity, shipping type, etc.

[Bulk upload](#) - How to upload multiple products at once.

[Product variations](#) - If you have multiple products that vary in size or type.

[Payout method](#) - How to set up your payout method.

Here are step-by-step instructions on how to step up your business profile and how to add products:

<https://www.eventeny.com/files/virtual-event-step-by-step-instructions-20200430.pdf?v=202009021653>

My Stripe account isn't linking to my account on Eventeny.

When you set up your Stripe account, be sure to use the same email address as the one on your Eventeny account.

Can I also direct people to my website?

There is an input box available to list your website, if available. However, actively encouraging people to external websites or to another venue to purchase items is prohibited to ensure buyer protection. A transaction initiated on Eventeny may not be completed off of Eventeny. Sellers may not alter the item's price after a sale, misrepresent the item's location, or use another user's account without permission.

If my items are too large to ship, can I have a delivery option for local areas only?

You can select the shipping type option, Self or in-person delivery. When you select this option, you will see a Delivery restriction box where you can enter the area restrictions.

What are the shipping options?

There are 4 shipping options:

- **Free** - Buyers are not charged for shipping.
- **Fixed shipping cost** - You set a fixed shipping cost. With this option you can also choose to turn on paired shipping - when a customer places an order with multiple products, they are only charged one shipping fee.
- **Calculate based on location** - You can choose to calculate shipping based on the buyers addressed using the chosen carrier rates algorithm.
- **Self-delivery or in-person delivery** - Allow buyers the option to pick up instead of delivery.

If returns are necessary, how will that process work?

You will have the option to refund the order and mark it as return on the product management section.

Once I create my own page on Eventeny, will it still be there after the virtual event ends?

Yes. The page you create is yours and will stay with your account. If you participate in several virtual events with Eventeny, all you'll have to do is update your products for sale.

How do sales taxes get calculated?

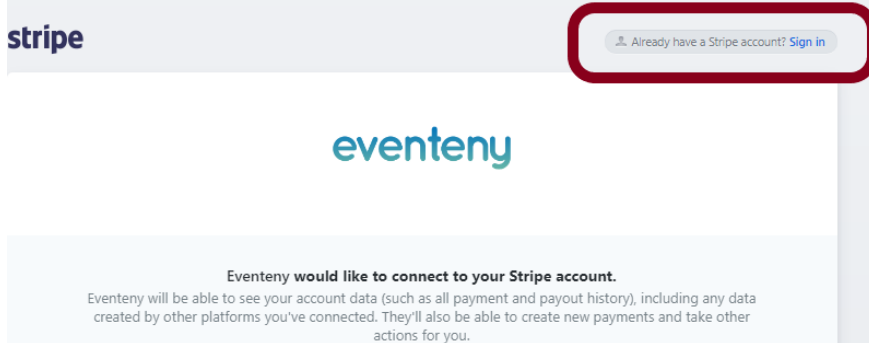
Sellers do not have to update their sales tax settings under their shop pages. To make it easier for you, we are automatically calculating sales tax for items sold on Eventeny. We will not charge additional fees for calculating sales tax. The sales tax will be calculated based on the buyer's address and you will receive it with the total payout. It is important to note that as a platform, we cannot provide specific tax advice. While Eventeny provides a means to apply taxes to your transactions, we do not warrant that these tax amounts will fully satisfy your sales and use tax reporting obligations. For a final determination on these matters, please seek assistance from your tax advisor.

What happens when a sale is made?

You will receive an email with the address, contact information and any additional notes. You can export all your sales data here and see a financial breakdown: <https://www.eventeny.com/users/account-settings/orders/sales/>. There is an export button on the top right corner. On this page, you can also add shipping tracking information. You will also see the financial breakdown and you can see when you will receive your funds here (click the button to your Stripe dashboard): <https://www.eventeny.com/users/account-settings/payments/payout-methods/>. Direct link to Stripe dashboard: <https://dashboard.stripe.com/balance/overview>.

How do I add a payout method?

To add a payout method, go to your account settings, then go to payments & payouts. You can also click this link (just make sure you are logged in). You will see a button labeled + Payout Method that will prompt you to connect to a Stripe account. If you already have a Stripe account it will ask you to log in, if you don't have an account, go ahead, and create one. Check out our tutorial video for step-by-step instructions: [Payout method](#)



How do I close my Storefront/Deactivate my shop?

If you want to deactivate your shop page, under your business profile page, you should see a button to close storefront (screenshot below): <https://www.eventeny.com/users/account-settings/business-profile/>

Products

Please make sure to setup your payout method to receive payments immediately. Click [here](#) to setup your payout method.

Click [here](#) to access the FAQ about adding products.

Storefront is open