Zazzle

ZAZZLE CREATOR FAQ

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Та	ken from APRIL 1 FAQs	1
	Quick-Reference Glossary of Key Terms	3
	Program Overview & Key Changes	6
	Q: What exactly is changing for Zazzle Creators?	6
	Q: Why is Zazzle making these changes?	7
	Q: Why did the Referral Carveout become the Marketing Royalty Fee, and why couldn't it stay as it was?	8
	Q: Is Zazzle no longer paying for marketing?	8
	Q: Specifically, what changes will I see as a Creator?	9
Q: What's the biggest benefit of the new Ambassador Program for existing 0		
	Q: Will I still earn Royalties even if I don't actively promote my Products?	9
	Q: Will Products created under the old Policies remain under those rules, or will the new Terms of Use apply to everything?	e 10
	For Current Associates & Promoters	10
	Q: I'm currently in the Associates Program—am I automatically enrolled as an Ambassador?	10
	Q: What's changing for Associates?	10
	Q: What happens to my existing Referral links once the Ambassador Program launches? Will I need to update those links?	10
	Q: Do I need to update my Referral links before the Ambassador Program officially launches?	10
	Q: I'm currently in the Promoter Program—am I automatically enrolled as an Ambassador?	11
	Q: What changes for existing Promoters in the new Ambassador Program?	11
	Q: Do existing Promoters need to update their Referral links?	11
	Q: Will existing Associate IDs simply become Ambassador IDs, or will I receive a ne Ambassador ID number?	ew 11
	Q: What happens to the Volume Bonus Program? Is it going away?	11
	Q: When exactly do these new Ambassador Program changes take effect?	12
	Q: When will Creators receive access to the new Self-Promotion Links, and	

Cross-Promotion Links with their Ambassador ID?	12
Q: Where and when can I find more detailed information about the Ambassador Program?	12
Q: Can I opt-out of these changes or the Ambassador Program entirely?	12
Understanding Fees & Commissions	12
Marketing Royalty Fee	12
Q: What exactly is the Marketing Royalty Fee?	12
Q: How are Marketing Royalty Fees determined?	13
Q: What happens if Zazzle marketing drives a sale of my Product?	13
Q: Can I opt-out of Zazzle's marketing activities to avoid the Marketing Royalty Fe	
Q: Will Zazzle be providing itemized breakdowns of Marketing Royalty Fees per s 13	
Excess Royalty Fee	13
Q: How exactly does the Excess Royalty Fee work?	13
Q: Why wouldn't I simply raise my Royalty rate to cover the Excess Royalty Fee?	13
Q: If my Royalty rate is 14.9%, how is the Excess Royalty Fee calculated? Is it 5% of 14.9%, or do I end up with 9.9%?	of 14
Q: How does increasing my Royalty rate or choosing not to participate in the Ambassador Program impact me?	14
Rights & Ownership	15
Q: Do I retain ownership rights to my Content once uploaded to Zazzle?	15
Q: Can I choose to make my Primary Content available as digital products?	15
Q: What happens when someone downloads my Content as a digital product?	15
Q: What if I want to delete or hide my content from Zazzle?	15
Q: Can Zazzle reproduce or create derivative works from my content using AI or tools under the new license?	other 15
Q: Are there changes to Royalty rates for digital sales?	15
Q: Will the new Terms of Use be more strictly enforced against rule violations like copying or misleading use of templates?	e 15
Q: Are automated tools, like Chrome extensions, that scrape Zazzle data allowed	1? 16
Q: Can I promote political products, like "Get Out the Vote" designs, under the ne Terms of Use?	ew 16
Technical & Platform Questions	16
Q: Will we be able to set default Royalty Rates on a per-Store basis moving forwa	ard?16
Q: What happens if my product is sold through a third-party platform (like Pepper Do I still get my full Royalty?	rjam)? 16
Q: Will I get tax documentation showing the Marketing Royalty Fee as a business expense or deduction?	i 16

Hello Zazzle Creators! We know change can feel overwhelming, so we've put together these updated FAQs to answer your most commonly asked questions. To kick things off, we've included a little glossary of terms that you will see used throughout these FAQs and our Updated Terms of Agreement.

Quick-Reference Glossary of Key Terms

Below are the Zazzle definitions for terms you'll see in the updated FAQs and documents. Next to each, we've added a plain-English explanation to help clarify what it really means in day-to-day use. Think of it this way - the official definition is the truth, and the layperson explanation is to help you compute:)!

TERM	OFFICIAL DEFINITION & SOURCE	LAYPERSON'S EXPLANATION
Gross Royalty	"Your "Primary Content Gross Royalty" is Your Royalty Rate multiplied by the Net Royalty Sales of Products incorporating your Primary Content, plus the Upcharges Gross Royalty, less the Secondary Content Royalty Share." Source: UPDATED CREATOR LICENSE AGREEMENT, Section 3.2.1.1	The initial royalty amount before Zazzle takes out any Royalty Fees.
Royalty	"Zazzle will pay you a royalty for all sales of Products incorporating your Primary Content and/or your Secondary Content. 'Royalty' or 'Royalties' means your Gross Royalty less any applicable Royalty Fees, as those terms are defined below." Source: UPDATED CREATOR LICENSE AGREEMENT, Section 3; Referenced in USER AGREEMENT, Section 23	The final amount you actually receive after all Royalty Fees have been subtracted from your Gross Royalty.

Net Referral Sales

"'Net Referral Sales,' which means the purchase price received by Zazzle, less amounts charged for: (i) shipping and handling, packaging and insurance; (ii) sales or similar taxes; and (iii) refunds, credits, and reversals.

Source: UPDATED AMBASSADOR PROGRAM AGREEMENT. Section 4.1; Referenced in CREATOR LICENSE AGREEMENT. Section 3.2.1.1 Start with what the customer pays—then subtract shipping, taxes and other customary deductions, to get the remainder, which we use to figure out Referral Commissions.

Referral Commission

"You will earn a Referral Commission ('Referral Commission'), as specified in the Referral Commission Table, which may be updated from time-to-time in Zazzle's sole discretion, for Referral Sales. Referral Commissions are based on 'Net Referral Sales."

Source: UPDATED AMBASSADOR PROGRAM AGREEMENTSection 4.1; Referenced in USER AGREEMENT. Section 23.1 and 23.3.3.2 The payment you earn when you bring in buyers through your links—higher rates (35-50%) when promoting your own Products, a flat rate (15%) when promoting others'.

Marketing Royalty Fee

"If the sale of a Product is to a User referred (i) by an Ambassador from Links (as defined in the Ambassador Program Agreement); or (ii) through Zazzle's marketing efforts (e.g., social media or affiliate networks, search engines, press release(s), tv/media ads, etc.), then a marketing fee ('Marketing Royalty Fee'), equal to a percentage of your Gross Royalty for the Product as specified here, will be deducted."

Source: UPDATED CREATOR LICENSE AGREEMENT Section 3.3.1

When Zazzle or another Ambassador brings in the Customer who buys your design, this is deducted from your Gross Royalty to cover that marketing expense.

Excess Royalty Fee	"Zazzle will retain an excess Royalty fee of five percent (5%) of your Gross Royalty for sales of Products for which you select a Royalty rate that is greater than ten percent (10%) ('Excess Royalty Fee'), in order to cover expenses such as payment processing." Source: UPDATED CREATOR LICENSE AGREEMENT.Section 3.3.2	A 5% fee that applies to your Gross Royalty when you set Your Royalty Rate above 10%.
Self-Promoti on Link	"To promote Public Products that incorporate your Primary Content ("Your Product(s)"), you may display URL links with no parameters (e.g., no 'rf=') ('Self-Promotion Link(s)') to any of the following on Your Marketing." Source: UPDATED AMBASSADOR PROGRAM AGREEMENT Section 2.1.1	A link without special tracking codes that you use to promote your own Products, earning you the highest possible Referral Commission rates.
Cross-Prom otion Link	"To promote, through Your Marketing, any Product (including Products that incorporate Primary Content from other Creators, we will make available to you various unique URL links that utilize your Ambassador ID (collectively, 'Cross-Promotion Links'; collectively with Self-Promotion Links, the 'Links'), which you may display on Your Marketing, subject to the terms and conditions hereof." Source: UPDATED AMBASSADOR PROGRAM AGREEMENT Section 2.2.1	A link containing your Ambassador ID that you use when promoting Products that aren't your own, earning you a flat 15% Referral Commission.
Ambassador ID	'Your Ambassador ID' refers to an ID created at the time you establish your Ambassador Program account." Source: UPDATED AMBASSADOR PROGRAM AGREEMENT, Introduction paragraph	Your personal identification number that tracks sales you refer to Zazzle, ensuring you receive proper credit and payment.

Referred Sale	"There are two (2) methods through which you can refer a User to the Site ('Referral') who then purchases a Product ('Referred Sale') and earn a Referral Commission." Source: UPDATED AMBASSADOR PROGRAM AGREEMENT Section "Ambassador Earnings & Payments"	A purchase that happens when someone clicks your Link and buys a Product on Zazzle.
Earnings	"If you participate as a Creator or Ambassador (as both terms are defined in the Creator License Agreement), only if and when Zazzle determines that your Account and Stores have remained in compliance with the Terms of Use (as defined in Section 1.2 hereof) for the entirety of the period for which payment is made and through to the date that the payment is issued, Zazzle will pay Royalties, Referral Commissions (as defined in the Ambassador Program Agreement) and any other compensation owed to you (collectively, 'Earnings'). Source: UPDATED USER AGREEMENT.docx, Section 23.1; Referenced throughout all agreements	The total money you make on Zazzle, combining both your Royalties and any Referral Commissions.

Program Overview & Key Changes

Q: What exactly is changing for Zazzle Creators?

A: We've updated our Terms of Use and combined our existing Associates and Promoter programs into a simplified new program—the Ambassador Program. We're also updating some of our fees and earning structures to reflect actual marketing costs more transparently and accurately. Here's what's new in a nutshell:

- **Ambassador Program:** Unifies the Associates and Promoter Programs into one clear program. The Promoter Program in its previous beta was not open to all; now the rewards unlocked by Self-Promotion are more widely available.
- Marketing Royalty Fee (formerly Referral Carveout): Now department-based, more accurately reflecting advertising costs.

- Excess Royalty Fee (formerly Transaction Fee): Simplified to 5% of your Gross Royalty if you set Your Royalty Rate above 10%.
- **Volume Bonus Program:** This program only impacted a small number of Creators and is being retired.
- **New Opportunities:** Earn more with increased Referral Commissions: Get Earnings of 35–50% using Self-Promotion Links and 15% using Cross-Promotion Links
- **Royalty Rates:** For physical products, the maximum royalty is now 50%. For instant downloads, you can now have a minimum of 5% with a maximum of 99%.

Q: Why is Zazzle making these changes?

A: The online marketing landscape has dramatically evolved, with digital advertising costs rising substantially. To maintain Zazzle's health and sustainability, and to ensure we can continue investing in marketing, technology, customer service, and platform improvements, we've adjusted our fee structure.

We also want to ensure that Creators who actively drive sales and traffic are fairly rewarded. These updates promote transparency, and align our incentives directly with your success.

Rising Marketing Costs: The New Reality



Digital Ads-A Gold Rush

Digital advertising isn't just big—it's explosive. The U.S. market alone is skyrocketing, projected to hit a massive **\$389 billion by 2025**."

(SOURCES: Statista, eMarketer)



Pricey Clicks

For retail advertisers, ad costs have surged between **40% to 50%** over the past five years. And it's not slowing down. (SOURCE: searchengineland.com)



The Other Guys Have Expensive Taste

Big Search is feeling themselves—their prices are up 20% in a single year for the median advertiser. (SOURCE: searchengineland.com)

Q: Why did the Referral Carveout become the Marketing Royalty Fee, and why couldn't it stay as it was?

A: We renamed and restructured this fee to more clearly reflect what it covers—real advertising and promotional costs. Previously, fees were fixed and broad, but that no longer aligned accurately with the rising costs of digital advertising.

Our advertising expenses have increased dramatically: our average cost-per-click is now 68% higher than it was five years ago. Put plainly, we pay substantially more today to attract the same volume of potential customers. By making the fee department-based, the structure now closely matches actual marketing expenses. This update ensures fairness across Product departments, rewards active promoters of Zazzle, and supports a sustainable business model.

Our Commitment to Shared Success



Here at Zazzle: 68% Higher Cost-per-Clicks

At Zazzle, we're not immune. As an example, our own average Cost-per-Click has jumped an astounding **68%** in the past five years due to intense competition and rising price increases.



We'd Rather Pay You

Zazzle spends millions to market products. But let's be clear—we'd much rather pay that marketing money to YOU, our Creators and Ambassadors, instead of the other guys.



A Sustainable Future Together

These rising costs aren't just numbers—they're a wake-up call. Adjusting our fee structures isn't just prudent—it's essential. To build a sustainable ecosystem, we're investing in YOU, ensuring your success fuels ours.

Q: Is Zazzle no longer paying for marketing?

A: Zazzle continues to invest heavily in marketing—to the tune of tens of millions of dollars annually—to ensure your designs reach the largest possible audience. These updates align our fee structures more transparently and accurately with actual marketing expenses.

Q: Specifically, what changes will I see as a Creator?

A: This depends on how you promote your Products:

- Self-Promotion Links (for your own Products): Earn 35–50% in total Earnings (Royalty +
 Referral Commission combined), varying by Product department. While the Marketing
 Royalty Fee is still applied in our system, your Referral Commission is calculated to ensure
 you receive the full department percentage of Net Referral Sales. See this <u>Table</u> for
 details.
- Cross-Promotion Links (for other Creators' Products): Earn a 15% flat Referral Commission.
- Marketing Royalty Fee: This department-based fee (35-50%) is applied to the Creator's
 Gross Royalty for all Referred Sales. For Self-Promotion Links, this fee is effectively offset
 by the higher Referral Commission calculation. For all other sales (e.g., Zazzle marketing,
 Cross-Promotion Links, etc.), the fee applies to the Gross Royalty, resulting in a lower
 ultimate Royalty. See this Table for department rates.
- Excess Royalty Fee: Applies only if Your Royalty Rate is greater than 10%, and is 5% of your Gross Royalty.
- Royalty ranges: 5%-50% for physical Products, and 5-99% for Instant Downloads.
- Active Referral Period Lengthened: We're now preserving the active referral for two weeks, instead of one week, to help provide ample time for Customers to convert and the referrer be credited for their work.

Q: What's the biggest benefit of the new Ambassador Program for existing Creators?

A: The most significant benefit is the substantial increase in Earnings potential through Self-Promotion Links. When you promote your own Products, you'll earn a much higher percentage (35-50% of Net Referral Sales depending on Product department) compared to waiting for Zazzle or other Ambassadors to drive traffic to your Products. Here's an example scenario:

- 1. You post a Wedding Save The Date for sale, where Your Royalty Rate is 10%.
- 2. You actively promote it and a Customer makes a purchase totaling \$100 before tax and shipping.
- 3. Because you drove the sale of a Product you created, you earn \$50!

If you skip step two, you'll only earn a Royalty. In this case that would be \$10 (Gross Royalty) - \$5 (Marketing Royalty Fee) = \$5 (Royalty).

This new structure rewards Creators who actively market their own Products.

Q: Will I still earn Royalties even if I don't actively promote my Products?

A: Yes, absolutely! You'll continue to earn Royalties whenever your Products sell on Zazzle.

Q: I've only just learned of these changes and I'm concerned about adjusting Royalty rates now. Isn't it too late to make Royalty rate adjustments?

A: We understand your concerns about adjusting Royalty rates, and to support you through this transition, we will be processing Royalty rate changes daily from now through **April 15th**, allowing Creators time to make any necessary updates. Please note that these changes may take **24–48 hours** to go into effect. After April 15th, we'll return to our **regular schedule**, with Royalty updates being processed on the **20th** of each month.

Q: Will Products created under the old Policies remain under those rules, or will the new Terms of Use apply to everything?

A: The new Terms of Use apply universally to all Products and Content on Zazzle, including items created prior to the update. There is no "legacy content" exemption applied.

For Current Associates & Promoters

Q: I'm currently in the Associates Program—am I automatically enrolled as an Ambassador?

A: Yes, your Associates Program account automatically upgraded to the Ambassador Program. You'll continue earning 15% Referral Commissions when you use Cross-Promotion Links, and if you have a Zazzle Store, you'll now benefit from Earnings of up to 50% when you use Self-Promotion Links.

Q: What's changing for Associates?

A: You'll continue earning a 15% Referral Commission as before. However, if you have your own Zazzle Store, you can now also earn higher Earnings (35–50% of Net Referred Sales) using Self-Promotion Links for your own Products.

Q: What happens to my existing Referral links once the Ambassador Program launches? Will I need to update those links?

A: Your existing Associate Referral links (now Cross-Promotion Links) will remain functional. However, to maximize Earnings on your own Products, it's beneficial to switch to Self-Promotion Links whenever promoting your own Products.

Q: Do I need to update my Referral links before the Ambassador Program officially launches?

A: No, your existing Referral links will continue to function normally. However, updating your Links according to the new guidelines will help maximize your Earnings. Specifically, using Self-Promotion Links for your own Products and Cross-Promotion Links for other Creators' Products.

Q: I'm currently in the Promoter Program—am I automatically enrolled as an Ambassador?

A: Yes! Your existing Promoter Program account automatically upgrades to an Ambassador Program account, allowing you to immediately access the new earning structure (up to 50% total Earnings for Self-Promotion Link-based Referred Sales). You don't need to take any action to enroll.

Q: What changes for existing Promoters in the new Ambassador Program?

A: First, thank you for being part of the Promoter Beta Program—we truly appreciate your participation and feedback. Based on what we learned during the beta, we've taken the most effective elements and built them into this new program. To make the transition seamless, your account will be automatically upgraded. You'll continue to earn Referral Commission when promoting your own products with Self-Promotion Links—no action needed on your part.

While the mechanics have changed slightly, the outcomes can be just as strong—and in lower royalty cases, even more rewarding. You'll continue earning Referral Commissions when using Self-Promotion Links to promote your own Products, now earning between 35–50% of Net Referral Sales depending on the Product department as indicated in this <u>Table</u>.

For example, if you price your product with a lower royalty (e.g., 5%) in a category like Wedding, your Referral Commission will increase to help you reach 50% Net Referral Sales. This means you could actually earn more overall, even with a lower royalty.

In the older Promoter Beta Program you would only have achieved 40% Net Referral Sales in this instance.

Q: Do existing Promoters need to update their Referral links?

A: Your existing Promoter links (now Self-Promotion Links) will remain active. However, we strongly recommend you verify that your link structure meets the requirements for Self-Promotion or Cross-Promotion Links. You might also consider using Cross-Promotion Links when promoting Products from other Creators.

Q: Will existing Associate IDs simply become Ambassador IDs, or will I receive a new Ambassador ID number?

A: Your existing Associate ID has automatically transitioned into your Ambassador ID, so there's no need for a new ID number. Existing Referral links and codes (e.g., RF codes) continue working without interruption.

Q: What happens to the Volume Bonus Program? Is it going away?

A: Yes, the Volume Bonus Program is being retired as of April 2025. The updated Ambassador Program replaces it with a clearer, commission-based structure that directly rewards promotional activity. Existing Volume Bonus Program participants will receive payouts according to the normal schedule for activity through March 31, 2025.

Q: When exactly do these new Ambassador Program changes take effect?

A: The new Ambassador Program, including updated Marketing Royalty Fee and Excess Royalty Fee, officially launched on April 1, 2025. Updates to the User Agreement and program details were announced in advance (on March 21, 2025), allowing time for review and adjustments.

Q: When will Creators receive access to the new Self-Promotion Links, and Cross-Promotion Links with their Ambassador ID?

A: Updated tools and shareable Ambassador Program Links will be available in your Zazzle Account beginning on or around the official launch date of April 1, 2025. Watch your Ambassador Center (previously your Associate Center) for updates.

Q: Where and when can I find more detailed information about the Ambassador Program?

A: Zazzle will continue updating the FAQ sections and Ambassador Center regularly with additional details, clarifications, and resources leading up to and following the April 1, 2025 launch date. Check these resources periodically to stay informed and make the most of your earning potential.

Q: Can I opt-out of these changes or the Ambassador Program entirely?

A: Yes, the Ambassador Program is optional. If you're currently in the Associates or Promoter programs, you will automatically upgrade into the Ambassador Program, but can opt out anytime if you prefer not to participate.

Understanding Fees & Commissions

Marketing Royalty Fee

Q: What exactly is the Marketing Royalty Fee?

A: We understand that any new fee can raise questions. Our goal with the **Marketing Royalty Fee** is to ensure that your work still reaches a wide audience—especially in an era of increasing advertising costs—while rewarding those who actively drive traffic to Zazzle.

In practical terms, the Marketing Royalty Fee is **deducted from your Gross Royalty** whenever a sale results from Zazzle's own marketing efforts or a fellow Ambassador's Referral. This fee can range between **35% and 50%** of your Gross Royalty, depending on the <u>Product department</u>. In other words, it reflects actual marketing costs associated with promoting your Products.

Q: How are Marketing Royalty Fees determined?

A: Marketing Royalty Fees correlate with actual marketing expenses within each Product department. Different Product departments have distinct marketing costs; therefore, fees vary accordingly. This ensures fairness and transparency by aligning fees with real-world advertising costs.

Q: What happens if Zazzle marketing drives a sale of my Product?

A: When Zazzle's marketing efforts generate a sale, the Marketing Royalty Fee is deducted from your Gross Royalty. This helps cover the significant costs of running ads, promotions, and partnerships that bring Customers directly to your Products.

Q: Can I opt-out of Zazzle's marketing activities to avoid the Marketing Royalty Fee?

A: It's not possible to opt out of Zazzle's marketing entirely.

Q: Does the Marketing Royalty Fee apply to both digital and physical products?

A: Yes, the Marketing Royalty Fee applies to all Product types, including both digital and physical Products, when sales result from Zazzle's marketing or an Ambassador Referral.

Q: Will Zazzle be providing itemized breakdowns of Marketing Royalty Fees per sale?

A: Marketing Royalty Fees are calculated and deducted per sale, based on the Product department. While itemized invoices are not currently issued, you can track the deductions and your Royalty in your payout reports.

Excess Royalty Fee

Q: How exactly does the Excess Royalty Fee work?

A: The Excess Royalty Fee is a 5% fee applied to your royalty that is charged only when Your Royalty Rate exceeds 10%. The fee is applied specifically to your Gross Royalty amount—not the total Net Sales for the Product.

• Example: If Your Royalty Rate is 12% on a \$100 sale, your Gross Royalty is \$12. The Excess Royalty Fee (5% of \$12) is \$0.60. Your Net Royalty would be \$11.40.

Q: Why wouldn't I simply raise my Royalty rate to cover the Excess Royalty Fee?

A: You can raise Your Royalty Rate, but remember, the Excess Royalty Fee scales with Your Royalty Rate, making incremental increases less impactful. Instead of just increasing Your Royalty Rate, strategically pricing your Products and actively using Self-Promotion Links often provides a better Earnings boost.

Q: If my Royalty rate is 14.9%, how is the Excess Royalty Fee calculated? Is it 5% of 14.9%, or do I end up with 9.9%?

A: The Excess Royalty Fee is calculated as 5% of your Gross Royalty, not a flat deduction from Your Royalty Rate. If Your Royalty Rate is 14.9% on a \$100 Product, Zazzle deducts 5% of the Gross Royalty amount earned (in this case, 5% of \$14.90), which results in a Net Royalty of approximately \$14.16, not \$9.90.

Q: How does increasing my Royalty rate or choosing not to participate in the Ambassador Program impact me?

A: When you increase Your Royalty Rate or decide not to participate as an Ambassador, here's what you should know:

- You have complete freedom to set any Royalty rate up to the maximum allowed (50% for physical products, 5% for Zazzle Heart Products and 99% for digital products).
- The direct impact of setting Your Royalty Rate above 10% is the 5% Excess Royalty Fee on your Gross Royalty (not on the total Product Net Sales).
- Higher Royalty rates will increase Product prices, which could affect your competitive position on the Site. Some Customers may be less likely to purchase at higher price points.
- We encourage you to make business decisions based on what works best for your particular products, audience, and marketing strategy. You might test different Royalty rates, use different strategies for different Product categories, or balance between per-item profit and overall sales volume.
- Zazzle's search and recommendation algorithms prioritize content that performs well with customers. One key factor is how likely a product is to convert into a sale—and price plays a big role in a shopper's willingness to buy. Lower product prices can improve conversion, which may increase your product's visibility across the site and ultimately help you earn more over time.

Rights & Ownership

Q: Do I retain ownership rights to my Content once uploaded to Zazzle?

A: Absolutely! You always retain complete ownership rights, including copyright and trademark rights, to all your Content uploaded to Zazzle. Zazzle simply has a non-exclusive license to use your Content on Products, promotions, and the Site, per the terms you agree to. See the <u>User Agreement</u> for details.

Q: Can I choose to make my Primary Content available as digital products?

A: Yes, you control whether your Primary Content is available for download as digital Products. Unless specifically chosen by you, your Primary Content is not available as a digital Product.

Q: What happens when someone downloads my Content as a digital product?

A: When you enable digital downloads, Users receive a limited license for personal and non-commercial use. They cannot resell or redistribute your Content commercially. See the Zazzle User Agreement for details on the Download License.

Q: What if I want to delete or hide my content from Zazzle?

A: You can delete or hide your Content anytime. However, due to caching and operational processes, removal isn't immediate. Zazzle will remove the Content during scheduled system updates. Licenses granted prior to removal remain valid for past orders, promotional use, legal defense, or audit purposes.

Q: Can Zazzle reproduce or create derivative works from my content using AI or other tools under the new license?

A: No, Zazzle does not claim ownership of your work and cannot sell variations of your design. The license granted allows Zazzle to promote your Content and fulfill past orders. Zazzle does not use your Content as a prompt to create a derivative work, using AI, however Zazzle may use Content to inform the development of new features!

Q: Are there changes to Royalty rates for digital sales?

A: The Royalty structure for digital downloads now allows you to set a Royalty from a minimum of 5% to a maximum of 99%. If Zazzle or an Ambassador refers the sale, the Marketing Royalty Fee

still applies. Otherwise, you receive your full Gross Royalty, minus the Excess Royalty Fee if applicable.

Q: Will the new Terms of Use be more strictly enforced against rule violations like copying or misleading use of templates?

A: Zazzle reserves the right to enforce its Terms of Use and Content Guidelines, including removing Content that violates terms around misleading use of templates or impersonation of Zazzle-branded assets. Enforcement is ongoing and may increase over time.

Q: Are automated tools, like Chrome extensions, that scrape Zazzle data allowed?

A: No. Automated scraping tools or bots are prohibited by the Zazzle User Agreement. Using such tools may lead to Account termination or withheld Earnings.

Q: Can I promote political products, like "Get Out the Vote" designs, under the new Terms of Use?

A: Yes, political content is allowed on Zazzle, as long as it complies with Zazzle's User Agreement and <u>Content Guidelines</u>. Content must not promote hate, violence, or discrimination, and must not misrepresent or imply affiliation with official government entities.

Technical & Platform Questions

Q: Will we be able to set default Royalty Rates on a per-Store basis moving forward?

A: The current changes do not provide new functionality for Store-level Royalty defaults. For now, Royalty settings can be applied at the account level https://www.zazzle.com/my/account/defaultroyalty or at the product level.

Q: What happens if my product is sold through a third-party platform (like Pepperjam)? Do I still get my full Royalty?

A: Yes, you still earn your full Royalty on any product sold, including sales driven by third-party referrals. However, if a third-party refers the sale, your Royalty may be subject to a Marketing Royalty Fee if specified in the department fee structure.

Q: Will I get tax documentation showing the Marketing Royalty Fee as a business expense or deduction?

A: Zazzle does not provide tax-specific breakdowns of fees like the Marketing Royalty Fee. Your payouts reflect Net Royalties after deductions. Please consult a tax advisor for how to report business Earnings and fees on your taxes.