

Search

Submit a request

Please choose a request type below

Takealot.com Partner (Seller / Supplier / TDT Branch) Request

Your email address

Subject

Catalogue

5 Guides to Reaching Our Support Teams

- Always use the contact form link **shared with you**.
- Submit your request **before** logging in.
- Check your email to ensure you have a **ticket reference number**.
- Only fill in the **blank fields**.
- Submit as much relevant information as possible for the **shortest turnaround times**.

Suggested articles

[What to do once product](#)

[Regulatory Product Certification Required](#)

[What to do after completing Account & User Management](#)

[What are the benefits of using the Fee Estimator?](#)

[How does the Fee Estimator differ from the Fee Calculator \(Slide-out\) on the Manage my Offers page?](#)

[How to use the Fee Estimator](#)

Description

Paragraph

B I [Image] [Image] [Link] [List] [List] 99 [Undo] [Redo]



Please only fill in the blank fields and drop-down menus. Everything else has been set perfectly for your convenience.

Note: if you have changed any fields or don't see dropdown menus below the description field, then you need to restart your ticket by opening the link shared with you.

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[What to do once products are added to your account](#)

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Description

Paragraph **B** *I* 99

Submit a request








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Paragraph **B** *I*       

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Merchant Type

Seller

Please select your merchant type. You can refer to the URL of your portal to see if you are a seller or supplier.

Seller Query Types

-

Please help us direct your query to the right team by selecting the most relevant query type.

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It's always a good idea to familiarise yourself with the 5 guides for reaching out.

Next

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takealot.com

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To get started, enter the email address linked to your registered Takealot Marketplace account.

Next

Please enter the details of your request. A member of our support staff will respond as soon as possible.

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Description

Paragraph B I [Image] [Link] [List] [List] [Text] [Undo] [Redo]

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Description

Paragraph

B I [Image] [Image] [Image] [Image] [Image] [Image] [Image] [Image] [Image] [Image]

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As you type your subject line, you will notice suggested help articles that may answer your question and save you some valuable time. Click on any of these to open up the article.

If you do not find your answer in the article then simply click on the back arrow of your browser to return the form.

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Suggested articles

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Seller Query Types

-

Please help us direct your query to the right team by selecting the most relevant query type.

Seller ID

Attachments (optional)

[Add file](#) or drop files here

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Now you are ready to compose your message. For the shortest resolution time, submit as much relevant information as possible.

Top Tip! Provide system references such as Catalogue submission IDs and PO numbers to allow our teams to conduct investigations swiftly.

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How does the Fee Estimator differ from the Fee Calculator (Slide-out) on the Manage my Offers page?

How to use the Fee Estimator

Description

Paragraph **B** *I*     

Empty text area for description.

Please help us direct your query to the right team by selecting the most relevant query type.

Merchant Seller ID

Please help us direct your query to the right team by selecting the most relevant query type.

Seller ID

Attachments (optional)

Subject

Catalogue

Description

Paragraph **B** *I*

Please assist with the following submission ID: xxx

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Feel free to explore a few of the options to find the most relevant query type.

Our support agents will take it from there once you submit your ticket to direct it further.

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- Accounts Setup & User Management
- Add or Edit Products (Catalogue)
- Data Privacy
- Dispute suspensions & SLAs
- Drop Ship

Attachments (optional)

Add file or drop files here








Submit



How does the Fee Estimator differ from the Fee Calculator (Slide-out) on the Manage my Offers page?

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Merchant Type

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Please attach supporting documentation and images here. These include stamped documents, certifications, images etc.

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How to use the Fee Estimator

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Paragraph **B** *I*       

Please enter the details of your request. A member of our support staff will respond as soon as possible.

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Click 'Submit' to create your ticket and receive your ticket reference number.

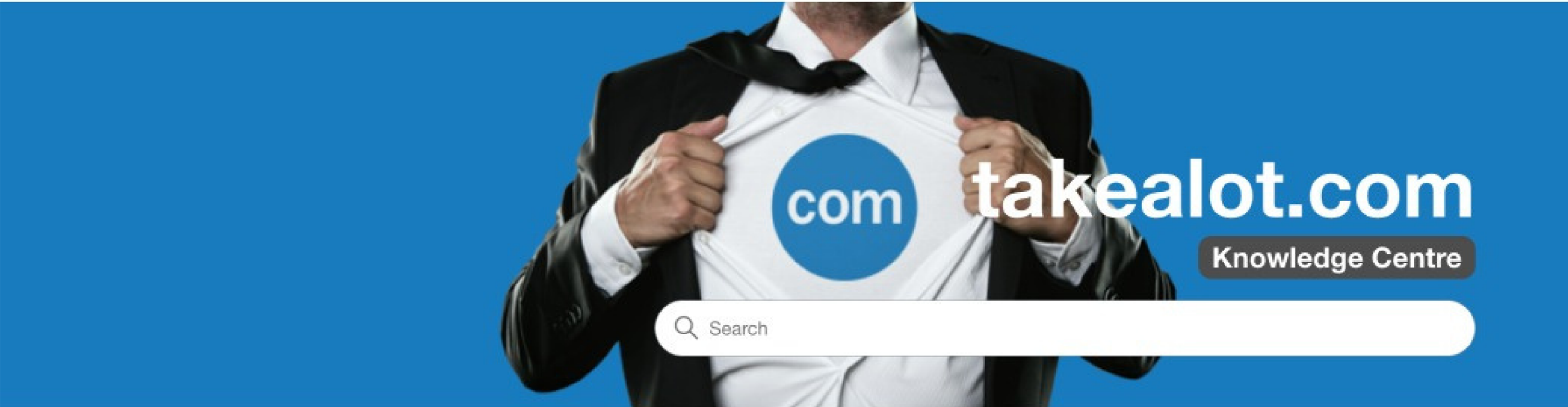
We will email the ticket reference number to you. If you do not receive a number within 5 minutes, you may have set an incorrect field. Simply restart your ticket using the contact form link in the Need Help button of the Seller Portal, or the Seller Knowledge Centre.

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to see if you are a seller or supplier.

relevant query type.

✔ Your request was successfully submitted.



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You will see a success message if your ticket was submitted.

Please check your inbox for your ticket reference number. If you do not receive a reference number within 5 minutes, please resubmit your ticket using the contact form link found in the Need Help button and most Seller Knowledge Centre help articles.

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Customer Self Help



Supplier Knowledge Centre



Seller Knowledge Centre

Promoted articles

★ What to do after completing Account & User Management

★ What to do once products are added to your account



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Sign in after creating your ticket to view all your support tickets.

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Customer Self Help



Supplier Knowledge Centre

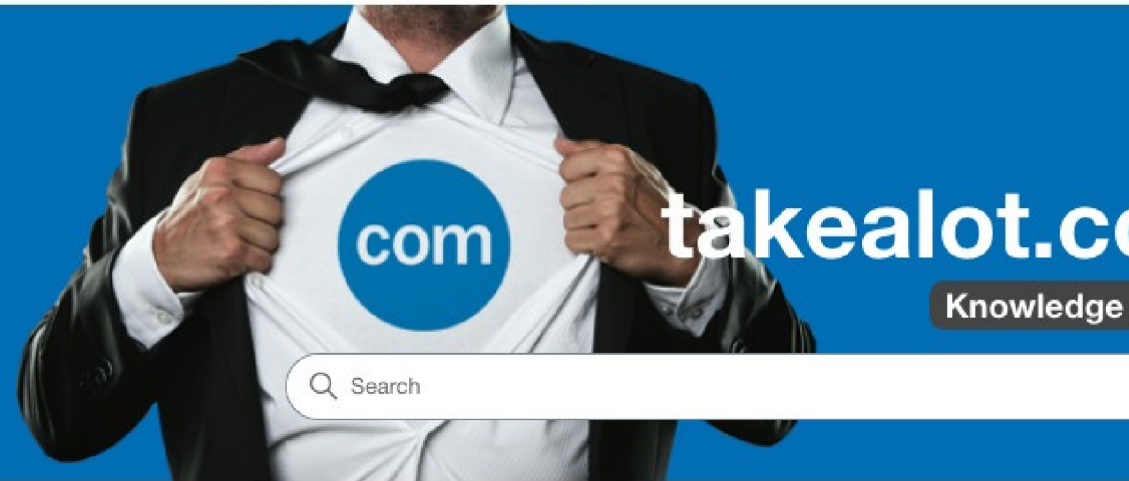


Seller Knowledge Centre

Promoted articles

★ [What to do after completing Account & User Management](#)

★ [What to do once products are added to your account](#)



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Click on **Requests** after signing in to view your support tickets with Takealot.

- 
Customer Self Help
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Supplier Knowledge Centre
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Seller Knowledge Centre

Promoted articles

- ★ [What's new? Recent updates to the Compliance Guide & Rules](#)
- ★ [What's new? Latest updates to our rules & requirements](#)
- ★ [Quick Access - All Policies & Documentation](#)
- ★ [What to do after completing Account & User Management](#)
- ★ [What to do once products are added to your account](#)
- ★ [What to do after adding your offer information](#)
- ★ [What to do after you have picked and packed your shipments](#)

Seller Knowledge Centre

Read up on everything you need to know about Takealot Marketplace regularly - keep coming back to stay informed!

Welcome to the Seller Knowledge Centre!

Who can you access the Seller Knowledge & Ticket Centre?

Setting your password to log in to the Seller Knowledge Centre

Can't log into the Seller Knowledge Centre?

Accessing your Support Tickets in the Seller Knowledge Centre

Sign in now! More articles are waiting!

Takealot Marketplace General Terminology

[See all 7 articles](#)

Seller Walkthroughs

Beginners Flow - How to add catalogue

Beginner's Flow - How to add your selling price

Beginners Flow - Understanding bulk offer updates

Beginner's Flow - New replenishment shipment

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And lastly, visit the **Seller Knowledge Centre** to see even more help articles. Here you can find help articles on how to submit specific requests and appeals using the new form.

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Communicating with Takealot Marketplace

How to submit a Return Dispute

How to reactivate Products Disabled for High Returns

How to appeal or overturn Account Suspensions & SLA Metrics

How to report a Technical Issue

View & Manage your Contacts ("Tickets") with Takealot

Top Tips & Frequently Asked Questions about Support Tickets

The Rules of Selling on Takealot Marketplace

★ Quick Access - All Policies & Documentation



We have reached the end.

The relevant team will respond to your request as soon as possible. To ensure you have submitted the required information we may also send a reminder on important information we typically need to assist.

If ever there is a problem with the form, please return to the Seller Portal and start a new request, or reach out to support team via phone call on 087 362 4499.