RENEW-FOREVER

Seller Handbook

Everything you need to sell renewals on RENEW-FOREVER

1. Your first days
2. Your dashboard
3. Handling an order
4. Renewing a device
5. Problems & disputes
6. Money: deposit, fees, wallet
7. Rules & limits
8. Reputation
9. Leaving
10. Help

1. Your first days

1. **Log in** at renew-forever.com/seller-dashboard with the username and password you chose when you applied.
2. **Pay the $50 deposit** in **Wallet** (crypto) within **30 days** of approval. Your shop is not visible until it is paid. After 30 days the account is disabled (nothing is deleted; it comes back when you pay).
3. **Set your prices** in **Pricing**.
4. **Add your payment methods** in **Payments**, with exact instructions for buyers (number + name).

That's it — your shop goes live on the Marketplace automatically when the deposit is paid.

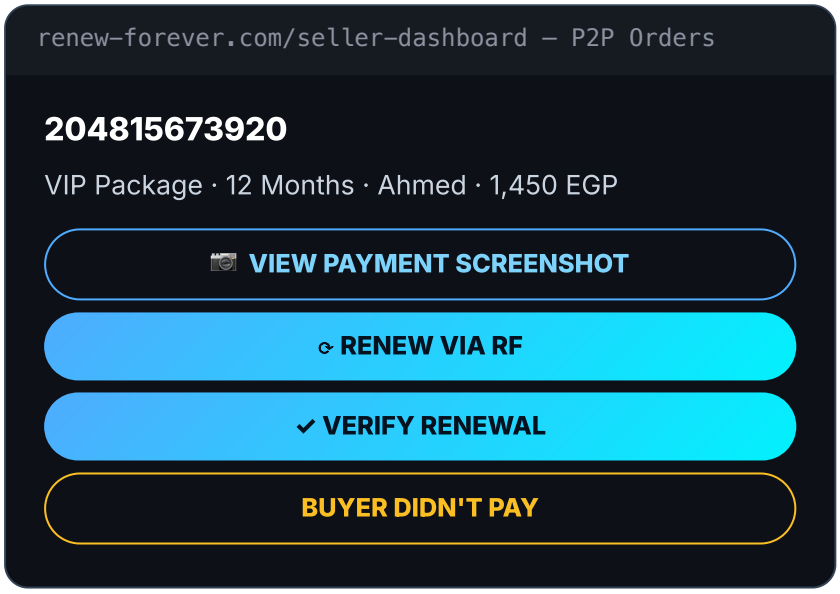
2. Your dashboard

Tab	What it's for
Wallet	Your balance, deposit, top-up, fee history.
Renew	Renew any device straight from RENEW-FOREVER (paid from your wallet).
P2P Orders	Orders from buyers: Pending, Disputed, Done, Cancelled.
Disputes	Every dispute on your orders, with chat and the full order details.
Pricing	Your price for each service and period, in your currency.
Payments	The payment methods you accept and the instructions buyers see.
Reputation	Your seller tier, reviews and public profile.
Account	Your stats, shop details, password, closing the account.
Support · Guides	Contact us · this handbook and the online guides.

3. Handling an order

1. A buyer picks you on the Marketplace, sends the payment and **uploads a payment proof**. You get an email and the order appears in **P2P Orders → Pending**.
2. **Check your own account** (bank, wallet, mobile money). Is the full amount really there?
3. If yes: **renew the device** (see section 4).
4. Press **Verify Renewal**. The system reads the new expiry from the device and completes the order. The buyer gets an email.

> **Never renew before the money is in your account.** Screenshots and PDFs can be fake.



Example order — your buttons look like this.

Order statuses

Status	Meaning
Pending Renewal	The buyer says they paid — your move.
Disputed	Someone opened a dispute. It also stays under Pending.
Completed	Verified — the device was renewed.
Wrong Serial	The serial is wrong — the buyer must correct it.
Cancelled	Closed without a renewal.

4. Renewing a device

Option A — Renew via RF (recommended)

On the order, press **Renew via RF**; or open the **Renew** tab, enter the serial, press **Check Device** and pick the period. It renews instantly and charges your wallet **the wholesale price + $2**. Your last renewals are listed under **My Renewals**. If a period button is grey, your wallet is too low — top up first.

Option B — Your own panel

Renew in your own ManageMango/reseller panel, then come back and press **Verify Renewal** on the order.

> **Verify Renewal** compares the device's new expiry with what the order should give. If they match, the order completes.

5. Problems & disputes

The buyer didn't pay / fake proof

Don't renew. Press **Buyer Didn't Pay**. This opens a dispute for the admin. If the proof was fake, the admin bans the buyer's device, email and IP for good. You are not penalized.

Wrong serial

Mark the order **Wrong Serial**; the buyer must send the correct one.

How a dispute closes

Who opened it	What happens
You	Renew, then press **Verify Renewal**. If the new expiry matches the order, the dispute closes and the order completes by itself. If it doesn't match, the admin decides.
The buyer	Only the admin can close it. Renew if the buyer paid and press Verify so the admin sees it, then answer in the dispute chat.

Always reply in the dispute chat — you can attach photos. Opening or answering a dispute counts as responding to the order.

6. Money: deposit, fees, wallet

- **Deposit $50:** $45 is held as **buyer protection** (never used for fees, returned when you leave in good standing). The rest is wallet credit.
- **Fee: 3%** of each completed order, taken from your wallet. No monthly fee.
- **Renew via RF:** wholesale price + $2 per renewal, from your wallet.
- **Top up** any time: **Wallet → Top up** (crypto).
- If your wallet goes **below zero**, your shop is hidden until you top up.

Example: the buyer pays you $20. Renewal costs $12 + $2. Fee 3% = $0.60. **You keep $5.40.**

7. Rules & limits

- **Answer every order within 48 hours.** Any action counts (renew, verify, wrong serial, dispute, chat). An ignored order costs you the renewal price + $5, and your shop can be paused.
- **Pay the deposit within 30 days** of approval.
- **Monthly order limit** by verification tier: Tier 1 = 10 orders, Tier 2 = 100, Tier 3 = unlimited. Ask support to verify (KYC) and raise your tier.
- Be honest with buyers. Cheating buyers or the platform = permanent ban (email, WhatsApp and IP).

8. Reputation

Tier	You need
New Seller	under 5 completed orders
Bronze	5+ completed orders
Silver	30+ orders, 75%+ positive, 5+ reviews
Gold	100+ orders, 85%+ positive, 15+ reviews
Platinum	200+ orders, 90%+ positive, 30+ reviews

Higher tiers show higher on the Marketplace. You also get a public profile page you can share with buyers.

9. Leaving

In your dashboard press **Close Account & Get Deposit Back** and give your payout address (USDT-BEP20, Binance ID or USDC). If you owe nothing and have no open orders, we send your $45 back. Your shop is removed from the Marketplace right away.

10. Help

Telegram: **@renew_forever_chat** · Website: renew-forever.com/contact · Short online guide: renew-forever.com/seller-guide