LULU STEP-BY-STEP GUIDE

Transaction fees

For store owners: what the platform transaction fee is, how it's worked out from last month's sales, where to see this month's running total and past statements, and what a fee freeze means.

For: Store owners · About 5 minutes · 5 steps · Updated November 20, 2026

Before you start This guide is for store owners. You need a store owner or manager account with access to Settings → Billing. Your fee rate comes from your plan unless the platform has set your store its own rate; either way it's shown on this page, not something you configure yourself.

Good to know On Lulu, most stores collect fees the same way as Lulu. A store not yet on the monthly bill pays each month's fee statement directly through the card on this page, the same as before Marx-based bills existed.

Steps at a glance

1. Find the Transaction fees card
2. What counts toward the fee
3. Check "This month so far"
4. Read your statements
5. If fees go overdue and your store is frozen

STEP 1

Find the Transaction fees card

Go to Settings → Billing. The "Transaction fees" card states your rate as a percentage of your sales, and how it's collected: if your store has a monthly bill, the card says "Your transaction fees are added to your monthly bill — there is nothing to pay separately." If not, it says "Each month's fees come as a statement you pay here." Refunds are always credited back at the same rate you were charged.

- If the platform has given your store its own rate instead of your plan's, the card notes "(your store's rate)".
- If your store pays no fee at all, the card explains why in place of a rate.

STEP 2

What counts toward the fee

Each month, the fee is your rate applied to that month's paid sales, after refunds. Orders you imported from another marketplace are never counted. Sales in a currency other than US dollars are converted to USD for the calculation, so the total can shift slightly if a conversion was still catching up when you checked.

- A refund credits back exactly the fee rate that applied when the sale was originally billed — so refunding an older order can credit a different rate than this month's.
- Amounts under $1.00 aren't collected on their own; they carry forward and are added to your next month instead.

STEP 3

Check "This month so far"

The card shows a live, read-only estimate for the current month: sales so far, the fee on those sales, any refund credit, and anything carried in from a previous month below the $1.00 minimum. This is an estimate only — the final amount is only set after the month closes.

- If it says fees haven't started yet, your first full month hasn't finished — fees only begin from your first complete month on the platform.
- "Some sales are still being converted to USD, so this may change" means the estimate may move a little before it's final.

STEP 4

Read your statements

Below the estimate, the Statements table lists one row per month: the month, your sales, the amount, a status, and any note about why. If your fees are added to your monthly bill, the status here mirrors what that bill shows. If your store pays fees on its own, a statement that's due shows a "Pay now" button, and you'll be taken to a secure payment page for that amount only.

- Every statement with at least one order behind it has a "CSV" button — it downloads every order counted that month, including which were billed, which were waived, and any refunds.
- "No statements yet" with a date under it tells you when your first one will be prepared.

STEP 5

If fees go overdue and your store is frozen

This only applies to stores that pay fees on their own (not on the monthly bill, which has its own pause rule — see "Your monthly bill"). If a standalone fee statement isn't paid in time, a banner at the top of the card shows the overdue amount. Left unpaid long enough, your store is paused until it's paid. Click "Pay now" on the overdue statement to clear it — paying in full brings your store back online right away.

- Reminders are sent as a statement approaches its due date and again after it's overdue, so you should never be surprised by a freeze.
- If fees are added to your monthly bill instead, there's no separate fee freeze — see the monthly bill guide for how pausing works there.

Check your work

- You can see your current fee rate and how it's collected.
- "This month so far" shows a sales and fee estimate once your first full month has started.
- You can open a past statement's CSV of counted orders.
- No overdue banner is shown on the Transaction fees card.

Troubleshooting

My estimate for this month looks too high or too low.

It's a live estimate, not the final number — it moves as new sales, refunds and currency conversions come in during the month, and only settles once the month closes.

A refund didn't credit what I expected.

The credit uses the rate that applied when that sale was originally billed, which can differ from your rate today if your plan or rate changed since.

An order I imported from another marketplace was still charged a fee.

Imported orders should never count. Contact support with the order number so it can be checked — this should not happen.

My store was paused for an overdue fee, but I don't see "Pay now" anywhere.

If your fees are on your monthly bill, pay the oldest unpaid bill instead — the fee itself has no separate payment button in that case. See "Your monthly bill".

The CSV button isn't showing on a statement.

It only appears once that month has at least one order counted. A month with nothing to bill (for example before your first full month) has no CSV.

Need a hand? Contact support at https://lulu.us.com/contact. Screenshots use demonstration accounts; personal details were replaced.