SUPPORT

Frequently Asked Questions

Copy-paste answers to the 20 questions From Here users ask most. Tweak the tone, keep the facts.

Getting started

Q. How do I sign up?

Tap Sign up in the top-right, enter your email, name and password. That's it — no phone number needed.

Q. Is the app free?

Yes. Browsing and buying are always free. Selling is free too — we only take a flat 9% platform fee on completed sales. That includes Stripe processing, so there's no separate deduction.

Q. Do I need to install the app from the App Store?

No. From Here is a web app that installs directly from your browser onto your home screen. On iPhone: Safari → Share → Add to Home Screen. On Android: Chrome → ■ → Install app.

Using the map

Q. How do I set my location?

Tap the **Where** chip on the map, then pick Use my location, Set home pin, Explore an address, or Drop pin on map.

Q. What's a fuzzy circle on the map?

Some artists and makers work from home. Instead of showing their exact address, we display a soft circle showing roughly where they're based. To find them, tap the pin and buy through the app or catch them at one of their linked stockists / venues.

Q. Why can I only see pins near me?

By design. From Here is radius-scoped — you only see what's local. If you want to see another neighbourhood, use Explore an address to drop a temporary pin there.

Buying

Q. How do I choose delivery or collection?

If a product supports both, you'll see a radio at the cart to pick. Delivery adds the seller's delivery price; collection is free but you need to pick up in person.

Q. How do I get a refund?

Open Dashboard → My orders, tap the order, and select Request refund. The seller has 5 days to respond. If they don't, admin steps in.

Q. The seller cancelled — what happens to my money?

It's refunded automatically to your original payment method within 5-10 working days (Stripe / PayPal timelines).

Q. Where's my ticket for the gig I bought?

Dashboard → My tickets. It's a QR code — the venue scans it at the door. You can also enter the short backup code by hand if there's a camera issue.

Selling

Q. How do I set up a shop?

Sign in, open Dashboard → + New pin, pick Business / Artist / Maker / Event, drop the pin on the map, save. You can add products and services from the Pin Manager.

Q. How much does From Here take?

A flat 9% all-in fee on completed sales — no cap. That includes Stripe payment processing, so what you see is what you pay. Delivery fees pass through 100% to you.

Q. When do I get paid?

Straight to your Stripe account. Payout schedule is whatever you've set in Stripe (default: daily).

Q. I got a claim code — what do I do?

Great — that means someone made your pin for you. Sign up (or in), then go to **Dashboard** → **Claim a pin** and paste the code. The pin becomes yours to edit.

Q. Can I edit my pin after publishing?

Yes — anytime. Open Dashboard → My pins → click the one you want to edit. Everything autosaves as you go.

Q. How do I hide my home address as a maker?

Pin Manager → Map privacy card → pick Fuzzy area (default 500m circle) or Hide from map. Buyers still find you via linked stockists / venues.

Trouble shooting

Q. I can't see my pin on the map.

Three usual causes: 1) it's outside the radius you're viewing from, 2) it's still in Unclaimed status, or 3) you turned the layer off. Check Layers menu first.

Q. The QR ticket won't scan at the door.

Ask the venue to tap Enter code manually and type the short code below the QR. Codes are case-insensitive; ignore dashes.

Q. I'm getting no order emails.

Check your spam folder first. If nothing, reply to any old From Here email — we'll re-send the receipt manually and dig into the delivery.

Q. Someone posted my address / photo without permission.

Tap the flag icon on the pin/photo and add a short note. Admin removes reported private info same-day.

The wording matters

> *When you reply, start with **"Thanks for the message, [name] —"**, answer in one paragraph, sign off with your first name. Never blame the buyer, even when they're wrong.*

Every reply is a small brand moment.

From Here — a marketplace for the people around you.
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