

# FAQ

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## 1. How much does it cost to become/be a 1&1 Affiliate?

There is no cost involved with joining the 1&1 Affiliate Program as an Affiliate Partner.

## 2. How can I register in the 1&1 Affiliate Program?

You can register using either [Affilinet](#) or [Commission Junction](#).

Just click either of the links to get started.

## 3. What do I need to participate in the 1&1 Affiliate Program?

To participate on 1&1 Affiliate Program, you need a website or e-mail template on which you can integrate 1&1 advertisements. 1&1 excludes websites with the following contents:

- Websites with pornographic or sexual content
- Violent, racist, sexist, discriminatory or inappropriate websites
- Websites that violate applicable national and / or international laws
- Websites that violate the intellectual property of others.

For more information, see the [1&1 Terms and Conditions](#).

## 4. How to integrate a banner or other advertising on my website?

In your affiliate-network account you will find our available advertising products. For each banner or text link, you will find the corresponding HTML code. Copy this code and paste it where you want the banner to be on your website. If 1&1 makes any changes to the banners or text links they will be automatically updated on your website.

You will find a brief description about affiliate advertising in our guides for [Affilinet](#) and [Commission Junction](#).

## 5. How to measure a successful purchase and your commission?

Tracking is used to measure your success and track the performance of your website advertising services. The 1&1 tracking feature shows which advertising products are generating income and how much you have earned. This data is then processed and you will be paid your commissions.

If the user does not order immediately after visiting your website, the cookie is the most important tool to allow an assignment. A cookie is a small text file, which saves information about what your website visitors have clicked on. Your Affiliate-ID and the ID of the clicked ad are recorded. If the user then orders within 30 days via the 1&1 shop, all relevant data can be processed and you will receive your commission.



The acceptance of cookies on the user's computer is a mandatory prerequisite for collecting feedback on mediated orders.

For more information, see the [1&1 Terms and Conditions](#).

## 6. When is a commission confirmed and paid?

Commissionable sales typically 'lock' at 60 days, after which you will receive the commission.

## 7. What kind of sales are not allowed?

- Sales which were mediated with the use of post-view technology: A cookie can only be sent when clicking the advertisement.
- The setting a cookie when you display the advertisement (post view) is not allowed.
- Sales which were mediated by ignoring the 1&1 search engine guidelines. For more information, see the [1&1 Terms and Conditions](#).

## 8. Why could commissions be cancelled?

- The customer has a negative credit rating
- The customer cancelled the contract during the trial period
- The customer has ordered twice and an order has been cancelled
- If in your case none of these answers apply, contact us, quoting your identification and the customer data at [affiliate@1and1.co.uk](mailto:affiliate@1and1.co.uk).

## 9. Why was my commission not registered?

- Your integration of the advertising code on your website was not correct
- If your cookie was overwritten within the 30-day cookie duration period by another Affiliate Partner, the commission will be credited to them
- Your customer has turned off the cookie acceptance in the settings of their Internet browser
- Your customer has deleted their saved cookies
- If in your case none of these answers apply, contact us, quoting your identification and the customer data at [affiliate@1and1.co.uk](mailto:affiliate@1and1.co.uk).

## 10. Whom do I contact with important questions?

For any further questions, please contact us at [affiliate@1and1.co.uk](mailto:affiliate@1and1.co.uk).

## 11. Which 1&1 products are part of the 1&1 Affiliate Program?

All major products that can be ordered on the 1&1 website.

Details of the commissions structure can be found [here](#).

## 12. Can 1&1 Affiliate Partners order 1&1 products and claim commissions?

You may order 1&1 products for your own use, and will be rewarded with the appropriate commission.

## 13. Can 1&1 Affiliate Partners make orders on behalf of a customer on the 1&1 website?

If the consent from the customer and the order on behalf of the end user is given up, the exchange can be done through an agency.

