

Frequently Asked Questions (FAQs) for Users

1. I'm an existing user. How can I log in?

- You can log in using either of the following methods:
 - **Password:**
 1. Enter your registered mobile number.
 2. Enter your password and click on "Login."
 - **OTP:**
 1. Click "Generate OTP" to receive an OTP on your mobile number.
 2. Enter the OTP and the captcha.
 3. Click "Login."

2. How can I track my order?

- To track your order:
 - Go to the "Your Orders" tab in your account.
 - Select the order you want to track.
 - Click on "Track Your Order" to view real-time updates and status.

3. How do I return a product?

- To return a product:
 - Go to the "Your Orders" tab.
 - Select the order with the product you want to return.
 - Click on "Product Return" and provide the required details, including reasons for return and images of the product.
 - Click "Submit" to initiate the return process.
 - Print the return slip, attach it to the package, and follow the instructions for pickup.

4. How do I know the delivery charges? Currently, the delivery charges are not showing.

- Please ensure you have added at least one shipping address with a pin code to your user profile.
- Shipping charges are calculated based on the pin code of your address and the seller's address.
- During the checkout process, you can choose the Speed Post / Business Parcel option from the available delivery options. Rates and estimated delivery times will be displayed on the portal for your review.
 - **Speed Post:**
 - This is a faster delivery option for time-sensitive shipments.
 - You can select this option during checkout for expedited delivery, and rates will be displayed on the portal.
 - **Business Parcel:**
 - This is suited for bulk or business-related shipments.
 - It might offer special rates or services tailored for business needs.
 - You can select this option during checkout for business shipments.
- India Post Tariff Link [click here](#)
 - Speed Post
 - Business Parcel

5. What are the payment options available?

- KShoppe supports:
 - Credit/debit cards
 - Net banking
 - UPI

6. Can I download an invoice for my order?

- Yes, to generate an invoice:
 - Go to the "Your Orders" tab.
 - Select the order you need an invoice for.
 - Click on "Generate Your Invoice" to download it in PDF format.

7. What should I do if my payment transaction fails?

- If your payment fails:
 - Go to the "Your Orders" tab in your account.
 - Click on "Pending/Failed Orders" to view the list of orders with failed transactions.
 - Find the specific order and click on the "Check Payment Status" button.
 - Review the payment status to see if it was successfully processed or if additional action is required.
- To retry a payment:
 - Follow the same steps to access "Pending/Failed Orders."
 - If the order is still listed as failed, you may have the option to retry the payment or choose an alternative payment method.
 - Complete the payment process as instructed on the screen.

8. Can I cancel an order if the payment fails?

- You can cancel an order with a failed payment:
 - Go to "Your Orders."
 - Check the status of the order. If the order is still pending due to payment failure, you may have the option to cancel it.