### 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:

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- 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.