

Standard Operating Procedure (SOP): Online Purchase

Purpose

To ensure a smooth, secure, and efficient process for customers purchasing merchandise or subscriptions on SportHive.

Scope

Applies to all online transactions on SportHive's platform, including:

- Merchandise (jerseys, caps, scarves).
- Premium subscriptions (ad-free streaming, exclusive discounts).

Procedure

1. Browse Products:

- Navigate to the [Merchandise](#) or [Premium](#) section.
- Select items or subscription plans.

2. Add to Cart:

- Click "Buy Now" or "Subscribe Now."
- Review items in the cart (quantity, size, etc.).

3. Checkout:

- Log in or register as a user.
- Enter shipping/billing details.
- Select payment method (credit card, PayPal, etc.).

4. Payment & Confirmation:

- Complete payment via secure gateway.
- Receive email confirmation with order details and tracking (for merchandise).

5. Post-Purchase Support:

- Contact support@sporthive.com for issues.
- Returns/refunds processed within 14 days (see [Help](#)).

Roles & Responsibilities

- **Customer:** Provide accurate details, secure payment.
- **IT Team:** Ensure platform functionality and security.
- **Support Team:** Resolve queries/issues promptly.