

# User Manual for MSK Grocery Store

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# 1 Introduction

Welcome to the MSK Grocery Store online platform. This website allows users to browse a wide selection of grocery items, place orders, and receive them conveniently at home. This manual will guide you through the features of the website and help you make the most of the MSK Grocery Store experience.

## 2 System Requirements

- **Operating System:** Windows, MacOS, or Linux
- **Browser:** Chrome, Firefox, Safari, or Edge (latest versions recommended)
- **Internet:** A stable internet connection for browsing and making transactions

## 3 Getting Started

### 3.1 Creating an Account

1. Open the **MSK Grocery Store** website.
2. Click on the **Sign Up** button at the top-right of the page.
3. Fill in your **Name**, **Email**, **Password**, and **Phone Number**.
4. Click **Submit** to complete registration.

### 3.2 Logging In

1. Click the **Login** button on the top-right corner.
2. Enter your registered **Email** and **Password**.
3. Click **Log In** to access your account.

## 4 Website Navigation

### 4.1 Home Page

The home page displays the latest promotions, featured products, and easy navigation to categories and special offers.

### 4.2 Categories

Browse groceries by category (e.g., Fruits, Vegetables, Dairy, etc.) to find specific items quickly.

### 4.3 Search Functionality

Use the **Search Bar** at the top of the page to search for specific items. Simply enter the name or keyword of the product, and the website will display matching results.

### 4.4 Packages

View different package deals (e.g., weekly specials or combo offers). You can add these packages to your cart for discounted rates.

### 4.5 Contact Us

If you have questions or need assistance, visit the **Contact Us** page, where you'll find our contact details and an inquiry form.

### 4.6 About us

Click on the image below to navigate to the home page where you can explore our latest offers and discover more about our services:

## 5 Live Sale

Stay tuned to our live sales! Get exclusive deals and discounts on selected items in real-time. Don't miss out on the chance to save on your favorite groceries.

### 5.1 How It Works

Browse our website, and when a live sale starts, a banner will appear on the home page. You can then click on the sale banner to access the live sale section.

## 6 Customer Reviews

Our customers love us! Here are some reviews from our happy and satisfied shoppers:

### 6.1 Trusted Happy Customers

- **Alice W.** - "Great service and fresh groceries delivered right to my door. Highly recommend!"
- **John D.** - "MSK Grocery Store is my go-to for all my grocery needs. The quality is always top-notch!"
- **Sarah L.** - "I love the live sales! It's a fun way to get discounts while shopping for my groceries."

### 6.2 Leave Your Feedback

We value your feedback! Feel free to leave a review about your shopping experience with us.

## 7 Our Location

We are located at [insert address], and you can easily find us using the real-time map below. Click on the link to view our exact location on Google Maps.

### 7.1 Real-Time Map of Our Location

To view our store's location in real-time, click the link below to open Google Maps in your browser:

**[Click here to view our location on Google Maps](#)**

### 7.2 Feedback

Your opinion matters! Please leave feedback on your shopping experience by visiting the **Feedback** section.

## 8 Ordering Process

### 8.1 Adding Items to Cart

1. Browse products by category or search for specific items.
2. Select the item you want to purchase.
3. Click the **Add to Cart** button next to the product.

### 8.2 Checking Out

1. Once you've added all desired items to your cart, click on the **Cart** icon at the top-right corner.
2. Review your order, adjust quantities, and remove any unwanted items.
3. Click **Proceed to Checkout**.

### 8.3 Payment Options

1. Enter the necessary payment details and click **Confirm Payment** to complete the order.

## 9 Account Management

### 9.1 Viewing and Editing Profile

1. Log in to your account.
2. Click on your name in the top-right corner to access your **Profile**.
3. Edit your personal information, shipping address, and payment preferences.

## 9.2 Password Recovery

1. Click the **Forgot Password** link on the login page.
2. Enter your registered email address to receive a password reset link.
3. Follow the instructions in the email to reset your password.

## 10 Contact Support

For any issues, please reach out to our customer support team:

- **Email:** support@maryamsahaab@gmail.com.com
- **Phone:** +92405595127
- **Live Chat:** Available on the website during business hours.

## 11 Legal Disclaimer

MSK Grocery Store is not responsible for any discrepancies in the product listings, delivery delays, or pricing errors. All orders are subject to availability and terms of service.