**FAQs**

**1. Q: Sir/Madam/Hi/ Hello po**

Yes po. How can we help you?

Good day po! How can we help you?

**2. Q: Is this available?**

Use auto repond of FB, or do it manually.

Yes po. it is available. Would you like us to process your order?

**3. Q: Saan po location/Contact details ninyo?**

Pin Location: Bestein Computer Trading, Quezon City, Philippines

Exact Location: 389 Happyland Street, Doña Carmen Subdivision, Commonwealth Avenue, QC.

Company Phone: 09310108723 / (02) 8932-74-59

Contact Person: Bestein Mendoza

Office Hours: 9am-6pm

**4. Q: How much Shipping Fee?**

Lalamove rate po. May we request the details of your location **first** to check on how much will it cost.

To proceed with your order, may we request to fill-out the following information. **PRODUCT PRICE IS NOT INCLUDED po\***

Name:

Nearest pin location:

Mobile number:

**Option 1: Offer less purchase service**

**Option 2: Insert 50% OFF offer**

**Option 3: Q: Other Courier available (Mr Speedy)?**

Presently, the only app register to our account is Lalamove. Would it be favorable to you if we will provide to you our information so that you can check it on your preferred courier app po?

**Incomplete Lalamove details**

Our apology po. May we request your exact address to proceed with your order.

**4. Q. Malayo po kayo.**

**Option 2: Insert 50% OFF offer**

**Option 3: Q: Other Courier available (Mr Speedy)?**

**Option 4:**

**You may choose your preferred Delivery service po.**

1. **Shopee – COD** click me => <https://invol.co/cl1tej0>
2. **Lazada – COD** click me => <https://invol.co/cl1tekh>
3. **Gogo Express –** Cash on Pickup. Need downpayment of 100.
4. **LBC –** Cash on Pickup. Need down payment of 100.

**May we know your preferred delivery option po?**

1. **Q: Generic question**
2. **My headset kayo?**

May we request if you have preferred brand and specification so that we can assist you in choosing the best product for you.

Do you have specific brand and model in mind?

1. **My 6-pin kayo?**

May we request where you want to use the 6-pin so that we can assist you in choosing the best product for you.

1. **Meron kayong wire para sa WIFI?**

May we request for a sample picture so that we can assist you in choosing the best product for you.

**Wala akong picture.**

May we request to describe what it looks like or define basic function of this product so that we can assist you in identifying the product you need po?

1. **Q: Meron kayong ganitong picture?**
2. **Available**

Yes po. We offer it for only \_\_\_\_. You may browse the link above for your reference po.

1. **Into selling but out of stock**

Use the speil on Out of stock.

1. **Not into Selling yet.**

Our apology po. We are not selling the item yet. What we can do is take note of your request and send it to the Purchasing Team. This item might be available soon.

1. **Never to sell**

Our apology po. Our line of business is limited to selling electronics, pc parts and accessories as of the moment.

1. **Q: Promotion**
2. **May discount po ba?**

Use the updated reseller’s price to answer this question.

1. **May freebies ba?**

Yes po. May we request to fillout our freebies Form.

**Click me = >** [**https://docs.google.com/forms/d/1F4B85hN6w\_xE2xGbwxWUgi2wVsmWXE96jOvDCTQb6Qk/edit**](https://docs.google.com/forms/d/1F4B85hN6w_xE2xGbwxWUgi2wVsmWXE96jOvDCTQb6Qk/edit)

1. **Pwede ba maging Reseller sa inyo?**

Yes po. May we request to fillout our freebies Form.

**Click me = >**

[**https://docs.google.com/forms/d/1469KD5svBBhcbluIbbAaeCotpXm6g2-\_G8C9iaNH-ik/prefill**](https://docs.google.com/forms/d/1469KD5svBBhcbluIbbAaeCotpXm6g2-_G8C9iaNH-ik/prefill)

1. **How much?**

State the amount stated in the post, agree on the price if the buyer show screen shot unless too old post.

**My last price pa ba?**

1. If the posted price is higher than Reseller’s price, then use resellers price.
2. If the posted price is equal to Reseller’s price, then less 5 or 10 pesos discount.

**5 pesos lang?**

**Our apology po. That is the reasonable discount we can offer to you right now.**

1. **Q: Item tested?**
2. **Sealed item**

For sealed product, we limit our testing of the item and deliver it to you “AS IS” so that we can guarantee that no damage is done during in transit.

1. **Unsealed item**

Yes po. We ensure to you that the item is tested first and properly packed before we ship to you.

1. **Is this compatible to specs xyz?**

Copy paste XYZ to google search bar and check

1. **Compatible**

Yes po. Upon checking, we can guarantee to you that it is compatible to your need po. (Send picture)

1. **Not compatible**

Our apology po. The item is not compatible to the product we offer to you due \_\_\_\_\_\_ state the reason. (Send picture)

1. **Q: My warranty?**

Yes po. You are guaranteed to avail of warranty within \_\_\_\_. You may also read the attached EASY RETURN POLICY at your most convenient time.

1. **Q: Free shipping?**

Our apology po. The price we offer to you is limited to product only.

Option 2: 50% OFF

1. **Q: Meet up?**

For our health security po, we do not encourage meet-up. We request you to pickup via lalamove or pickup here.

1. **Q: How to buy?**

The item posted is available for you to order po. You can pay at any payment center near you or the most convenient way possible to you.

Also, may we request to provide us your proof of payment so that we can immediately arrange your order po.

1. **Q: Pwde makita picture**

**If posted already**

Our apology po. The pictures we posted were also the actual pictures we have on hand po.

**Not posted yet/ Not product related**

We appreciate to see the above link/picture for your reference po.

1. **Q: WRONG PLATFORM?**

We respectfully request to use the right platform where you bought the item to us to expedite verification of your order and assist you properly so that our assigned TEAM will be having an easier time to resolve your concern by doing so.

We thank you very much for your cooperation.

1. **Q: COD?**

**Yes po. You may choose your preferred Delivery service po.**

1. **Lalamove –** within the day delivery - NCR ONLY
2. **Shopee – COD** click me => <https://invol.co/cl1tej0>
3. **Lazada – COD** click me => <https://invol.co/cl1tekh>
4. **Gogo Express –** Cash on Pickup. Need downpayment of 100.
5. **LBC –** Cash on Pickup. Need down payment of 100.

**May we know your preferred delivery option po?**

**18. Out Of Stock**

**a. Without alternative**

Our apology po. We ran out of stock of the product today. We will post in our Fb timeline once we have available on hand na po.

**b. With alternative**

Our apology we ran out of stock of the item today. But we have other product which we believe it is compatible to your need also.We appreciate to see the above link/picture for your reference po.

**19. Q: Mode of payment**

You can pay at any payment center near you or the most convenient way possible to you.

MODE OF PAYMENT

1. GCASH - 09207746685
2. PAYMAYA - 09207746685
3. COINS.ph - 09207746685
4. BPI - 3909220733
5. BDO - 006540159640
6. LBP – 0707071206

May we request to provide us your proof of payment so that we can immediately arrange your order.

**21.** **50% off Shipping Fee Terms and Conditions**

Upon availment of the promo, the buyer agreed and understood to the following terms and condition:

1. Payment of 50% of Lalamove Shipping Fee rate. The said amount is required to secure reservation of the item.
2. Shipping delivery is on the following day.
3. Our accredited third party logistics (3PL) will arrange the delivery TIME schedule for you.
4. Area coverage is within NCR only.

**22. Official Receipt request**

**a. Shopee**

Yes po. We can provide a soft copy of an Official Receipt (OR) upon receipt and delivery of order/s to you. May we request to fill-out relevant information to expedite issuance of OR.

1. Company name:
2. Address:
3. TIN number:
4. Line of Business:
5. **Lazada**

Yes po. We are Micro Seller of Lazada, we can send an email request for an Official Receipt (OR) to Lazada upon receipt and delivery of order/s to you. Lazada will be the one to issue an OR and send to your email address. May we request to fill-out relevant information to expedite issuance of OR.

1. Company name:
2. Home Address:
3. TIN number:
4. Line of Business:
5. Email address:

**23. Not interested buyer**

Thank you for reaching us po. We value for your TIME.

We are Bestein PC, Your PC Partner.

We are committed to Technology Adapatability, To lead After-Sales-Support and to build TRUST and Linkages to YOU. This is the CENTER of our existence.

For product offer, you can contact us at 09310108723 or (02)8932-74-59 for immediate assistance. We are located at Doña Carmen, Commonwealth, QC. Nearest pin location is Bestein Computer Trading, Quezon City, Philippines. We thank you for your continued patronage to our product. #IOUTRUST

Need more details?

click me => <https://invol.co/cl1tp8q>

click me => <https://invol.co/cl1tp8z>

1. **Closing time inquiry**

Thank you for reaching us po. We value for your TIME.

We are Bestein PC, Your PC Partner.

We are committed to Technology Adapatability, To lead After-Sales-Support and to build TRUST and Linkages to YOU. This is the CENTER of our existence.

Thank you for your interest in our product. As much as we wanted to answer your query, we sincerely apologies that our office hour is from 9am until 5pm daily. We are glad to inform you that we will promptly answer your queries immediately during the said office hours.

We thank you very much for your continued patronage to our service.

Need more details:

click me => <https://invol.co/cl1tp8q>

click me => <https://invol.co/cl1tp8z>

1. **After Sales Service**
2. Within Warranty - controllable

In compliance with our Return Policy, may we request for validation of the defective item you received by helping us to troubleshoot the item. Your cooperation is highly appreciated to expedite approval of your return request po.

Note: See the basic troubleshooting for your guidance.

1. Outside Warranty – uncontrollable – masalimoot eto

Our apology po. We would love to grant your request po. However, it is beyond the warranty period and not covered by our Return Policy. What we can offer right now is buy new one and we will give you discounted price po.

We tried to chat the buyer for us to initiate basic troubleshooting, unfortunately, he is not responsive to our request.

As part of our company policy, we test the item first before we send the item.

We neither confirm nor deny of the claimed defective item due to unability of the buyer to initiate basic troubleshooting step-by-step we provided to him.

1. **Unpaid/Order Reminder**

Good Day po!

We highly appreciate your interest in adding our product/s into your cart. To complete the checkout out process, please provide the payment details for us to be notified and urgently process your order. Please feel free to message us if you have question/s in your mind. We would highly appreciate to arrange your order with urgency and pack properly.

Keep safe always po. Thank you very much!

1. **Follower Connection**

**Hi, thanks po for following our shop! Here's a last voucher just for you, valid for a limited time only. Claim and shop now, while stocks last!**

**Merry Christmas!**

Good Day po!

We highly appreciate your interest to buy our product/s by following our store. We have noticed that you have yet to placed order into your cart. Please feel free to message us if you have question/s in your mind before checking out your order. We would highly appreciate to arrange your order with urgency and pack properly.

Keep safe always po. Thank you very much!

1. **Review Reminder**

**Hi, thanks for shopping with us! Rate our product now to receive 5 Shopee coins.**

**Keep safe always po. Thank you very much!**

Good Day po!

We highly appreciate in buying your pc needs to our store. We have noticed that you have yet to rate our product/s and service to you. Please feel free to message us if you have question/s in your mind. We would highly appreciate if you could provide us rating and feedback is very important to us to boost our performance.

Keep safe always po. Thank you very much!

1. **Purchased Customer**

Good Day po!

We highly appreciate in buying your pc needs to our store. We have noticed that you have not repurchased for a while. If you wish to buy again, we can give you a better products to choose from and avail of higher discount which will give you as high as 20% savings. Please feel free to message us if you have questions in your mind.

Keep safe always po. Thank you very much!

1. **Items in Carts Reminder**

**Hi, thanks po for browsing our shop! We noticed you have an item in your shopping cart. Place your order now, while stocks last!**

**Keep safe always po. Thank you very much!**

Good Day po!

We appreciate your interest by adding our products into your cart. Please feel free to message us if you have question/s in mind before completing check out process. We would highly appreciate to arrange your order with urgency and pack properly.

Keep safe always po. Thank you very much!

1. **Offer at bulk Order**

Good Day po!

We are Bestein PC, your PC partner. We have seen your post in the Markplace for this item. We can sell it po in bulk order so that you can avail of at a lower price of \_\_\_\_ depending on the quantity that you need.   
  
Please feel free to message us if you have question in your mind.

Keep safe always po. Thank you very much!