



S-Mart Online Buying Manual

**Buy with Confidence: A
secure platform of E-shopping**



S-MART ONLINE BUYING MANUAL

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Objective of Training Manual

- I want my customer can buy in a state of peace and hornmoney
- They have full controle on website
- They have no confusion in mind while buying
- They know their wrights in written format
- This document will be updated with the passage of time for the sake of out clients 100% satisfactions

S-Mart

How do you manage the big online buying risks that you can't control and that are owned by no one?

S-Mart was established in 1981 as a local department store in Alma, Michigan. A young man named John Smart wanted to provide his small hometown a more convenient shopping experience, so he opened a small corner store named after himself. The store initially opened with a staff of five with Mr. Smart serving as the owner and manager of the store himself, and still does to this day.

That same year, in 1981, a few of his employees took a camping trip in Morristown, Tennessee where they experienced a horrific poltergeist-type ordeal. The story intrigued Mr. Smart so much he made this town his first place of expansion for the business in the year 1989. He personally has never experienced (anything when visiting this location).

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It would remain the two stores for quite some time. It was in 2013 that Mr. Smart was able to make a national chain of S-Mart after meeting investor Bruce Campbell. The company grew to six stores, spread across the U.S.

Both, Mr. Smart and Mr. Campbell, are happy to be offering such affordable prices and convenience to not only the smaller communities, but the largest in the U.S. S-Mart has been around for some time, and we hope to remain here for a long time doing what we do best; helping customers shop smart. S-Mart.



[Home](#) [About Us](#) [Contact](#)

This is our initial page appearance in which you can see Home, About Us and Contact Detail Manu

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Contact us

Your satisfaction is our top priority. We welcome your comments, questions and suggestions.

First Name

Your name..

Last Name

Your last name..

Email

Your email address..

Subject

Your email subject..

Comments

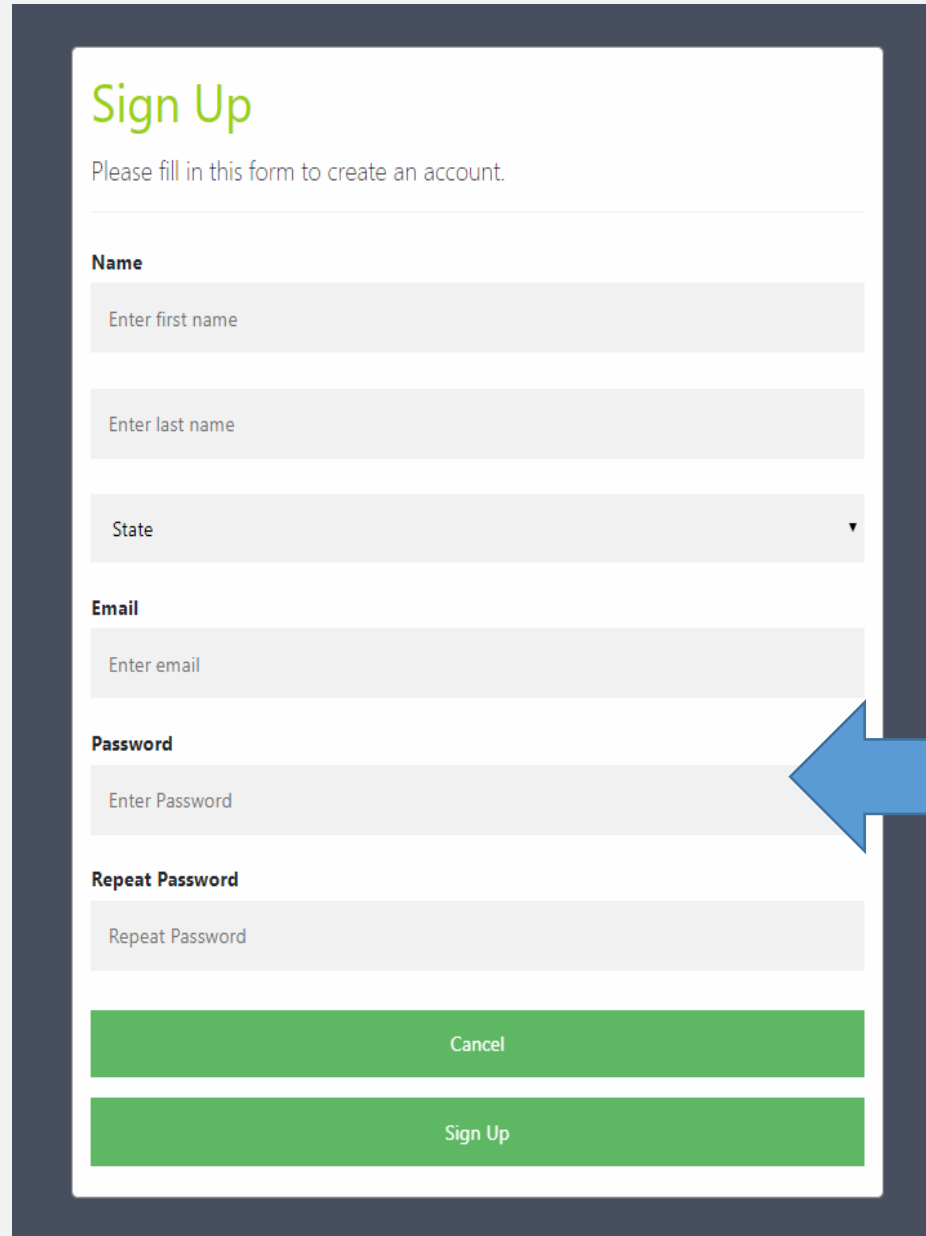
Write something..

Submit

Her it is a contact us page view. In this form you can make contact with us. Its text filling fields are very common that you normally see on other e-commerce sites. The red triangular shape highlighted columns show where you need to put primary data and then press submit button. Your query will be answered by one of our admin online queries handling officers.

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How sign up to make an online buy from S-Mart Store



The screenshot shows a 'Sign Up' form with the following fields and buttons:

- Sign Up** (Title)
- Please fill in this form to create an account.
- Name**
 - Enter first name
 - Enter last name
- State** (Dropdown menu)
- Email**
 - Enter email
- Password**
 - Enter Password
- Repeat Password**
 - Repeat Password
- Buttons:** Cancel, Sign Up

IF you are not registered in S-mart data base then, don't worry, it is very simple way to get register to make your online purchase through credit card.

*Follow the following Steps:
Go and log in on the given link:*

<https://www.s-mart.website/index.php>











Go on the right side of the webpage and click

In **Register** Cart

Then fill the form and click on sign up!

When you sign up. You are now register and you can make an online purchase

How do I place an order on S-Mart

 Products and Prices	<p><i>Shopping on S-Mart is easy! Once you have found the product you want to buy, just follow the steps below:</i></p> <ol style="list-style-type: none">1. Open www.s-mart.website.2. Put the item title on "Search Bar/select from items".3. Click on the image of your desired item & Click on "Add to Cart".4. Click on "Cart" (Add quantity if required) & click on "Checkout Button".5. Enter your registered Email Id & Password.6. Enter your personal details like (Name/Contact Number/Shipping Address with City).7. Confirm the order details and select your "Mode of Payment".8. Click on "Place Order". <p><i>Your Order number will appear on your screen.</i></p> <p><i>-Congratulations! Your order has been placed.</i></p>
 DarazMall	
 Global Collection	
 Order	
 Payment	
 Delivery	
 Returns and Refunds	
 Wallet	
 Top Up & E-Store	
 Other Topics	

How to Return Product

- Sign in to your **S-Mart** Account, select *My Orders*.
 - Select the order you wish to return and click on the *Manage Order* button.
 - Click on *Return Items*.
 - Fill in the *Return Form*. The available return options (pickup/drop-off) will be displayed in this form.
 - Pack your S-mart parcel securely, with the product in the original and undamaged manufacturer's packaging as delivered to you and secure the *Return Label* on top of the return package.
 - Head to your nearest drop-off point or wait for collection by our pick-up service.
View courier office location:
-

Return Policy

- If your product is defective / damaged or incorrect/incomplete at the time of delivery, please contact us within the applicable return window. Your product may be eligible for refund or replacement depending on the product category and condition. Please see the detailed terms in the relevant category below.
- Please note that some products are not eligible for a return if the product is "No longer needed"
- For device related issues after usage or the expiration of the return window, we will refer you to the brand warranty center (if applicable). For more information on warranty claims please view our *Warranty Policy*

Privacy and Confidentiality

Welcome to the s-mart. website (the "Site") operated by S-Mart was established in 1981 as a local department store in Alma, Michigan. We respect your privacy and want to protect your personal information. To learn more, please read this Privacy Policy.

This Privacy Policy explains how we collect, use and (under certain conditions) disclose your personal information. This Privacy Policy also explains the steps we have taken to secure your personal information. Finally, this Privacy Policy explains your options regarding the collection, use and disclosure of your personal information. By visiting the Site directly or through another site, you accept the practices described in this Policy.

Data protection is a matter of trust and your privacy is important to us. We shall therefore only use your name and other information which relates to you in the manner set out in this Privacy Policy. We will only collect information where it is necessary for us to do so and we will only collect information if it is relevant to our dealings with you.

We will only keep your information for as long as we are either required to by law or as is relevant for the purposes for which it was collected.

You can visit the Site and browse without having to provide personal details. During your visit to the Site you remain anonymous and at no time can we identify you unless you have an account on the Site and log on with your user name and password.

1. Data that we collect

We may collect various pieces of information if you seek to place an order for a product with us on the Site.

We collect, store and process your data for processing your purchase on the Site and any possible later claims, and to provide you with our services. We may collect personal information including, but not limited to, your title, name, gender, date of birth, email address, postal address, delivery address (if different), telephone number, mobile number, fax number, payment details,

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payment card details or bank account details.

We will use the information you provide to enable us to process your orders and to provide you with the services and information offered through our website and which you request. Further, we will use the information you provide to administer your account with us; verify and carry out financial transactions in relation to payments you make; audit the downloading of data from our website; improve the layout and/or content of the pages of our website and customize them for users; identify visitors on our website; carry out research on our users' demographics; send you information we think you may find useful or which you have requested from us, including information about our products and services, provided you have indicated that you have not objected to being contacted for these purposes. Subject to obtaining your consent we may contact you by email with details of other products and services. If you prefer not to receive any marketing communications from us, you can opt out at any time.

We may pass your name and address on to a third party in order to make delivery of the product to you (for example to our courier or supplier). You must only submit to us the Site information which is accurate and not misleading and you must keep it up to date and inform us of changes.

Your actual order details may be stored with us but for security reasons cannot be retrieved directly by us. However, you may access this information by logging into your account on the Site. Here you can view the details of your orders that have been completed, those which are open and those which are shortly to be dispatched and administer your address details, bank details (for refund purposes) and any newsletter to which you may have subscribed. You undertake to treat the personal access data confidentially and not make it available to unauthorized third parties. We cannot assume any liability for misuse of passwords unless this misuse is our fault.

Other uses of your Personal Information

We may use your personal information for opinion and market research. Your details are anonymous and will only be used for statistical purposes. You can choose to opt out of this at any time. Any answers to surveys or opinion polls we may ask you to complete will not be forwarded on to third parties. Disclosing your email address is only necessary if you would like to take part in competitions. We save the answers to our surveys separately from your email address.

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We may also send you other information about us, the Site, our other websites, our products, sales promotions, our newsletters, anything relating to other companies in our group or our business partners. If you would prefer not to receive any of this additional information as detailed in this paragraph (or any part of it) please click the 'unsubscribe' link in any email that we send to you. Within 7 working days (days which are neither (i) a Sunday, nor (ii) a public holiday anywhere in Pakistan) of receipt of your instruction we will cease to send you information as requested. If your instruction is unclear we will contact you for clarification.

We may further anonymize data about users of the Site generally and use it for various purposes, including ascertaining the general location of the users and usage of certain aspects of the Site or a link contained in an email to those registered to receive them, and supplying that anonymized data to third parties such as publishers. However, that anonymized data will not be capable of identifying you personally.

Competitions

For any competition we use the data to notify winners and advertise our offers. You can find more details where applicable in our participation terms for the respective competition.

Third Parties and Links

We may pass your details to other companies in our group. We may also pass your details to our agents and subcontractors to help us with any of our uses of your data set out in our Privacy Policy. For example, we may use third parties to assist us with delivering products to you, to help us to collect payments from you, to analyze data and to provide us with marketing or customer service assistance.

We may exchange information with third parties for the purposes of fraud protection and credit risk reduction. We may transfer our databases containing your personal information if we sell our business or part of it. Other than as set out in this Privacy Policy, we shall NOT sell or disclose your personal data to third parties without obtaining your prior consent unless this is necessary for the purposes set out in this Privacy Policy or unless we are required to do so by law. The Site may contain advertising of third parties and links to other sites or frames of other sites. Please be aware that we are not responsible for the privacy practices or content of those third parties or other sites, nor for any

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third party to whom we transfer your data in accordance with our Privacy Policy.

2. Cookies

The acceptance of cookies is not a requirement for visiting the Site. However we would like to point out that the use of the 'basket' functionality on the Site and ordering is only possible with the activation of cookies. Cookies are tiny text files which identify your computer to our server as a unique user when you visit certain pages on the Site and they are stored by your Internet browser on your computer's hard drive. Cookies can be used to recognize your Internet Protocol address, saving you time while you are on, or want to enter, the Site. We only use cookies for your convenience in using the Site (for example to remember who you are when you want to amend your shopping cart without having to re-enter your email address) and not for obtaining or using any other information about you (for example targeted advertising). Your browser can be set to not accept cookies, but this would restrict your use of the Site. Please accept our assurance that our use of cookies does not contain any personal or private details and are free from viruses. If you want to find out more information about cookies, go to <https://www.allaboutcookies.org> or to find out about removing them from your browser, go to <https://www.allaboutcookies.org/manage-cookies/index.html>.

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies, which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

3. Security

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We have in place appropriate technical and security measures to prevent unauthorized or unlawful access to or accidental loss of or destruction or damage to your information. When we collect data through the Site, we collect your personal details on a secure server. We use firewalls on our servers. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you. You are responsible for protecting against unauthorized access to your password and to your computer.

4. Your rights

If you are concerned about your data you have the right to request access to the personal data which we may hold or process about you. You have the right to require us to correct any inaccuracies in your data free of charge. At any stage you also have the right to ask us to stop using your personal data for direct marketing purposes.