

## FAQ

Kindly check the FAQ below if you are not very familiar with the functioning of this Application. If your query is different from the set of questions then do write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com) between 9:00 am & 8:00 pm throughout the week (working days) and we will respond promptly.

### Registration

## How do I register?

You can register by clicking on the "Register" in the navigation drawer . Please provide the information in the form that appears. You can review the terms and conditions, provide your payment mode details and submit the registration information.

## Are there any charges for registration?

No. Registration on Discount Bazaar is absolutely free.

## Do I have to necessarily register to shop on Discount Bazaar?

You can surf and add products to the cart without registration but only registered shoppers will be able to checkout and place orders. Registered members have to be logged in at the time of checking out the cart, they will be prompted to do so if they are not logged in.

## Can I have multiple registrations?

Each email address and mobile phone number can only be associated with one Discount Bazaar account.

## Can I add more than one delivery address in an account?

Yes, you can add multiple delivery addresses in your Discount Bazaar account. However, remember that all items placed in a single order can only be delivered to one address. If you want different products delivered to different address you need to place them as separate orders.

## Can I have multiple accounts with same mobile number and email id?

Each email address and mobile phone number can be associated with one Discount Bazaar account only.

## Can I have different city addresses under one account and still place orders for multiple cities?

Yes, you can place orders for multiple cities.

## What if I enter the wrong email ID while registering online/through the phone?

Please contact our customer support team by writing to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com) and we will fix this issue for you.

### Account Related

## What is My Account?

My Account allows you to track your active orders, credit note details as well as see your order history and update your contact details.

## What is My **Orders** List?

My Orders List is a comprehensive list of all the items previously ordered by you on discount bazaar. This enables you to shop quickly and easily in future.

## I am unable to login, what should I do?

You may have entered incorrect login details. Please enter the correct information & try again or write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com).

## I have changed my mobile number, what should I do?

If you have changed your mobile number recently, we recommend you to update it, for us to communicate with you efficiently. This is because; we would convey all your order and transaction related communication to you via SMS to your mobile number.

To update your new mobile number on the Discount Bazaar application, follow the 6 easy steps below.

- Sign-In with your current credentials to the site.
- Go to "My Account" page and select "Personal Details" link.
- Remove your previous mobile number and enter the new number which you want to update and click on "Save".
- On clicking 'Save', you are taken to the 'Account Verification' page. You will receive an OTP on the new mobile number for verification purpose.
- Enter the 6 digit OTP that was sent to your new mobile number and click "SUBMIT".

- Your new mobile number is registered which you can now see on your 'My Account' page.

## How can I update my personal details?

It is a good practice to keep your personal information updated on Discount Bazaar account to receive communications. You can do so by following below mentioned steps:

- 1) Sign-In
- 2) Go to "My Account"
- 3) Click Personal Details
- 4) Update information like Mobile Number, email etc.
- 5) Click Save

Note: You will be asked to verify your Mobile number and Email ID to make the changes effective.

## Payment

## What are the modes of payment?

You can pay for your order using the following modes of payment:

- Cash on Delivery

## Are there any other charges or taxes in addition to the price shown?

There are no charges over and above the price you see on our website. We are very transparent about the prices that we show to our customers. The price that you see on the site for a particular product is the price that you ultimately pay.

## Is GST added over and above the price shown?

No, the total amount that is shown to be paid by you is all inclusive of GST.

## What is the meaning of cash on delivery?

Cash on delivery means that you can pay for your order at the time of order delivery at your doorstep.

## Where do I enter the coupon code?

Once you are done selecting your products and click on checkout you will be prompted to select payment method. On the checkout page there is a box where you can enter any voucher / coupon code that you have. The amount will automatically be deducted from your invoice value.

## Order and Delivery Related

### How will I know if Discount Bazaar delivers to my area?

You can check the serviceability of your area while selecting your pin code when you place your order.

Your locality is missing? Don't worry! We are adding more areas to deliver every week and would love to serve you very soon !

### Can I change the delivery address of my order?

Sorry, we currently do not offer this option. You can, however, cancel your order and reorder from a different address. Please check our cancellation policy mentioned in our terms and conditions available in the application.

### How will the delivery be done?

We have a dedicated team of delivery personnel and a fleet of vehicles operating across the areas we service which ensures timely and accurate delivery to our customers.

### When will I receive my order?

Our customer support team will keep you updated about the status of your order through e-mail and/or SMS on your registered email ID and phone number. Alternatively, you can also write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com).

### How do I **look** for a particular **Product**?

You can **search** for a product by navigating through the category pages or by using **search tab** on the top of every page.

### How do I add or remove products after placing my order?

Once you have placed your order you will not be able to make modifications on the website. Please contact our customer support team for any modification of order. You can write to us by emailing at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com)

## Is it possible to order an item which is out of stock?

No you can only order products which are in stock. We try to ensure availability of all products on our website however due to supply chain issues sometimes this is not possible

## How do I check the current status of my order?

Our customer support team will keep you updated about the status of your order through e-mail and/or SMS on your registered email ID and phone number. Alternatively, you can also write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com).

## What if I don't receive my order by the scheduled time?

On rare occasions, due to unforeseen circumstances, your order might be delayed. In case of imminent delay, our customer support team will keep you updated about the delivery time of your order. You can write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com).

## Will someone inform me if my order delivery gets delayed?

In case of a delay, our customer support team will keep you updated about your delivery through e-mail and/or SMS on your registered email ID and phone number. Alternatively, you can also write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com).

## How much are the delivery charges?

All order of and above Rs. 2500 qualify for Free deliveries. There is a nominal delivery charge for orders less than Rs. 2500 in value.

## What is the minimum order value?

There is a minimum order value of Rs. 2500. However, for orders below Rs. 2500 - we do charge a nominal delivery fee notified at the time of ordering, depending on the products and actual order value.

## How do I know if I placed my order correctly?

Upon the successful completion of your order, an order confirmation e-mail and/or SMS containing your order details will be sent to your registered email ID and phone number.

## What if I have any complaint regarding my order?

You can email our customer support center and our customer care executives are always happy to help. You can write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com).

## Can I call and place an order?

No, currently this service is not available. You can only order via the Discount Bazaar Application.

## How are the fruits and vegetables weighed?

All fruits and vegetables vary in size and weight. You can choose any size/weight available while ordering. While you shop, we will show an estimated weight and price. At the time of processing, we pack the closest size/weight and charge you for the actual weight of each item. E.g. If you order 1 kg of apples, we will try to pack exactly 1 kg or the weight closest to 1 kg. If the actual weight is 987 gm, we will bill you for 987 gm and not 1 kg.

## When and how can I cancel an order?

You can cancel an order before it is dispatched; you can do so from the My Orders section on the Discount Bazaar Application.

## What do I do if an item is defective (broken, leaking, expired)?

We have a no questions asked return at delivery policy. In case you are not satisfied with a product received you can return it to the delivery personnel at time of delivery or you can contact our customer support team and we will do the needful. Please write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com) for any such requests.

### Returns & Refund Policy

We have a "no questions asked return at delivery and refund policy" which entitles all our members to return the product at the time of delivery if due to some reason they are not satisfied with the products delivered. We will take the returned product back with us and issue a credit note for the value of the returned products which will be credited to your wallet in your account on Discount Bazaar application. This can be used to pay for your subsequent shopping bills.

Post delivery returns are accepted only if there is an issue with the quality or freshness of the food products or if the product you received is damaged in case of non-food products. In such cases, we will issue a credit note for the value of the returned products which will be credited to your wallet in your account on Discount Bazaar application. This can be used to pay for your subsequent shopping bills. Please check our returns and refunds policy, mentioned in our terms and conditions, available in the Discount Bazaar application.

Acceptance of returns & refund post delivery is subject to a satisfactory inspection by our customer service team. Please get in **touch with us via the Discount Bazaar application** or write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com) for any such requests.

Note: As a Covid-19 safety and hygiene measure, we may not pickup any goods post delivery. We request all our members to thoroughly check the products at the time of delivery

## **Others**

## What kind of products do you sell?

You can choose from a wide range of products spread across various categories such as Grocery, Bakery, Fruits & Vegetables, Beverages, Personal Care products, Baby care products, Pet products and much more. Let us know if we are missing anything and we will surely add it to our always expanding catalogue. Write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com).

## I am a corporate/ business. Can I place orders with Discount Bazaar?

Yes, we do bulk supply of products at special prices to institutions such as schools, restaurants, and corporates. Please contact us at [discountbazaarofficial@gmail.com](mailto:discountbazaarofficial@gmail.com) to know more.

## **Get in touch with us!**

## How do I contact you for feedback/queries/suggestions?

**Our customer service team will be at your service any time between 9:00 am & 8:00 pm throughout the week. Please write to us at [customercare.discountbazaar@gmail.com](mailto:customercare.discountbazaar@gmail.com).**