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Creating & Managing Accounts

Q1: How do I create an account on PetCart?

A: Click the “Sign Up” button on our homepage, enter your email, name, and password, and verify your email address. Once registered, you can save addresses, view orders, and enjoy faster checkout.

Q2: Do I need an account to place an order?

A: No, you can checkout as a guest. However, having an account gives you access to order history, easy returns, saved payment methods, and special offers.

Q3: Can I have multiple accounts with the same email?

A: No, each email can only be used for one account. If you want to manage multiple profiles, you'll need different email addresses.

Q4: Can I change my registered email address?

A: Yes, you can update your email in account settings. We'll send a verification link to confirm the new address before updating.

Q5: Can I delete my PetCart account?

A: Yes, you can request permanent account deletion by contacting support. Once deleted, all order history and wallet balances will be lost.

Q6: How do I update my personal details?

A: Go to “My Account” and edit your profile information such as name, phone number, and saved addresses. Updates are applied instantly.

Q7: Can I add multiple addresses to my account?

A: Yes, you can save multiple addresses for home, office, or friends. During checkout, simply choose which address you want to use.

Q8: Can I merge two PetCart accounts?

A: Currently, accounts cannot be merged. If you have multiple accounts, you'll need to manage them separately.

Q9: Is there an app to manage my account?

A: Yes, PetCart has a mobile app available on iOS and Android, making it easy to manage your account and orders on the go.

Q10: What if I forget the email linked to my account?

A: Contact support with details like your phone number or recent orders, and we'll help you recover your account information.

Login & Password Issues

Q11: How do I log into my account?

A: Click on “Login” at the top of the page, enter your registered email and password, and click submit. You can also use OTP login if available.

Q12: What if I forget my password?

A: Click “Forgot Password” on the login page. You’ll receive a reset link via email. Create a new password and log in again securely.

Q13: Can I reset my password without email access?

A: Yes, if your phone number is linked to your account, you can reset via SMS OTP. Otherwise, contact support for help.

Q14: Why am I unable to log in even with the correct password?

A: This could be due to account lockouts, outdated browser, or technical glitches. Try clearing your cache or resetting your password.

Q15: What if I don't receive my OTP?

A: Ensure your number is correct and check network signal. If not received within 2 minutes, click “Resend OTP” or contact support.

Q16: Can I use the same password again after reset?

A: For security, we recommend setting a new, strong password. You may reuse old passwords, but it's better to create something unique.

Q17: How many failed login attempts are allowed?

A: For security, accounts lock after 5 failed attempts. You can reset your password or wait 30 minutes before retrying.

Q18: Can I log in with my Google or Facebook account?

A: Yes, social logins are supported for quick access. You can connect your Google or Facebook profile during signup.

Q19: Why is my account temporarily locked?

A: Accounts are locked if suspicious activity or repeated failed attempts are detected. Reset your password or contact support to unlock it.

Q20: Can I stay logged in on multiple devices?

A: Yes, you can remain logged in on several devices. However, for your security, we recommend logging out on shared or public devices.

Profile & Preferences

Q21: How do I update my contact number?

A: Go to account settings, edit your phone number, and verify it with an OTP. This ensures you receive order updates on the correct number.

Q22: Can I update my email subscription preferences?

A: Yes, you can opt-in or out of newsletters in your account. You'll still receive important transactional emails like order confirmations.

Q23: Can I change my name in my account?

A: Yes, you can edit your name anytime from your profile settings. Updates reflect immediately in your account.

Q24: Can I upload a profile picture?

A: Yes, our mobile app allows you to upload a profile picture. While optional, it makes your account more personalized.

Q25: Can I choose my preferred language for communication?

A: Currently, communication is in English. We're working to add multi-language support in future updates.

Q26: Can I set reminders for reordering pet supplies?

A: Yes, you can subscribe to repeat orders for essentials like food or litter. Reminders will be sent before supplies run low.

Q27: Can I save favorite products in my account?

A: Yes, use the wishlist feature to save favorite products. They can be moved directly into your cart when you're ready.

Q28: Can I change how I receive notifications?

A: Yes, in account settings you can select whether to receive updates via email, SMS, or both.

Q29: Can I deactivate my account temporarily?

A: No, accounts can only be active or permanently deleted. If you don't want to shop, you can simply stop using the account.

Q30: Can I link my account to multiple emails?

A: No, only one email address can be linked to an account. However, you may update it anytime to a new email.

Address & Saved Info

Q31: How do I add a new address?

A: Go to "Saved Addresses" in your account and click "Add New." Enter your details like flat number, street, city, and pin code.

Q32: Can I edit a saved address?

A: Yes, addresses can be edited or updated anytime. Ensure details are correct to avoid delivery delays.

Q33: Can I save multiple delivery addresses?

A: Yes, you can save as many addresses as you want. At checkout, select the one you wish to use for that order.

Q34: Can I set a default delivery address?

A: Yes, mark one address as "Default." This will be auto-selected for faster checkout unless you change it.

Q35: Can I delete an old address?

A: Yes, go to "Saved Addresses" and click delete. This removes outdated or unused addresses from your account.

Q36: Can I add an office address separately from home?

A: Yes, you can store multiple addresses for home, work, or relatives. Select the right one during checkout.

Q37: Can I use my friend's address for delivery?

A: Yes, you can add a new address and use it for delivery. Make sure your friend's phone number is listed for delivery confirmation.

Q38: What if I enter the wrong pin code?

A: If your order hasn't shipped, update the address in your account or contact support. If shipped, the courier may face delays delivering it.

Q39: Do you auto-save addresses used during guest checkout?

A: No, guest checkout addresses are not saved. You must create an account to store addresses for future use.

Q40: Can I share my address book across multiple accounts?

A: No, saved addresses are linked only to your personal account and cannot be shared.

Account Security

Q41: How secure is my PetCart account?

A: We use advanced encryption and follow best practices to protect your data. Always use a strong password and avoid sharing login details.

Q42: What if I suspect my account is hacked?

A: Change your password immediately and log out from all devices. Then, contact support to secure your account and review activity.

Q43: Can I enable two-factor authentication (2FA)?

A: Yes, we support OTP-based verification for logins and high-value orders. This adds an extra layer of security.

Q44: Will my saved card details remain safe?

A: Yes, all payment data is stored securely with PCI DSS-compliant gateways. We never store your full card number.

Q45: How often should I update my password?

A: We recommend updating your password every 3–6 months. Use a mix of numbers, letters, and symbols for better protection.

Q46: Can I log out of all devices remotely?

A: Yes, in account settings, you can choose “Log Out of All Devices.” This is useful if you’ve logged in on a shared computer.

Q47: Do you ever ask for my password via phone or email?

A: No, our team will never ask for your password. If someone does, it may be a scam—please report it immediately.

Q48: What if I lose access to both my email and phone number?

A: Contact support with proof of identity and past order details. Our team will help recover your account safely.

Q49: How can I prevent unauthorized purchases?

A: Always log out from public devices and keep OTPs confidential. Set strong passwords to avoid unauthorized access.

Q50: Can I disable my account permanently if I stop using it?

A: Yes, you can request permanent deactivation through support. Once closed, all data, including order history, will be deleted permanently.