

#### 4. Inventory, Pre-orders & Arrival Notifications

Q4-1: How do I know if a product is still in stock?

A4-1: Product pages display inventory status:

Stock Status: - In stock - Low stock - Sold out

Quantity Display: Some products show remaining quantity (e.g., "5 items left") to help you place orders promptly.

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Q4-2: Can I pre-order out-of-stock products?

A4-2: If the product supports pre-orders, the page will display a "Pre-order Now" button with estimated shipping/arrival dates.

No Pre-order Option: You can set up arrival notifications.

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Q4-3: What are pre-order products?

A4-3: Pre-order products are items that have not yet arrived or are currently being produced/harvested.

Pre-order Features: - Can place orders in advance to reserve quantity - Ships in order sequence after arrival - Same payment rules as in-stock items - Delivery time calculated from actual arrival date

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Q4-4: Can I checkout pre-order and in-stock items together?

A4-4: Yes, but there are two handling methods:

Method 1: Automatic Order Splitting - System automatically splits orders for shipping - Shipping fees and free shipping thresholds calculated separately

Method 2: Wait for Combined Shipping - Choose to wait for pre-order items to arrive before shipping together

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Q4-5: How long does it take to restock out-of-stock products?

A4-5: Restocking time varies by product category:

Restocking Schedule: - Room temperature imported products: Approximately 7-14 days - Frozen seafood, refrigerated meat: Depending on fishing/production season, may take 2-4 weeks - Seasonal fruits: Depends on harvest season and weather conditions

How to Check: Actual restocking time will be displayed on the arrival notification page.

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Q4-6: How do I set up arrival notifications?

A4-6: On out-of-stock product pages, click “Notify Me When Available”:

Setup Method: - Enter phone number or email - Logged-in members can use linked information directly

Notification Method: SMS/Email/APP push notifications sent immediately when products are restocked.

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Q4-7: Do arrival notifications reserve products for me?

A4-7: No, notifications only alert you that products have been restocked and do not automatically reserve or place orders.

Recommendation: Purchase promptly after receiving notifications to avoid selling out again.

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Q4-8: Why does a product show as available but I can’t add it to cart?

A4-8: Possible reasons: - Remaining stock is less than your desired quantity - System hasn’t completed inventory synchronization (try again later) - Special items require phone or customer service ordering - Temperature zone incompatible with other selected items for same-order shipping

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Q4-9: Can pre-order arrival dates change?

A4-9: Yes, it’s possible. Fresh food products may be affected by:

Influencing Factors: - Weather conditions - Seasonal variations - Logistics

Change Handling: If changes occur, you’ll be notified via SMS/Email/push notification and can choose to: - Wait - Cancel order with full refund

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Q4-10: Can I view a list of upcoming restocks?

A4-10: Yes. On the “Restock Preview” page you can browse: - Items scheduled for restocking soon - Expected listing dates - Direct setup of arrival notifications