

FAQs:

1. How can I place an order through the KD Motoshop website? Simply browse our products, add items to your cart, and proceed to checkout. Follow the instructions to complete your order.
2. How can I track my order status? Log in to your account and go to the “My Orders” section to check your order status.
3. How do I create an account? Click the “Create an Account” button on the Log In page and fill in your details. You can also sign up using your Google account or log in if you already have one.
4. What should I do if I forgot my password? Click the “Forgot Password” link on the login page to reset your password.
5. How can I check if a product is in stock? Product availability is updated in real time. If an item is in stock, it will appear on the product page. You can also browse by categories such as Helmet, Monorack, Topbox, and more.
6. How do I contact the shop? Use the “Contact Us” section on our website or reach out via Facebook, Messenger, or TikTok.
7. Can I cancel my order, and how? Yes, you can cancel your order if it hasn't been processed or shipped. Go to “My Orders”, select the product, click “Track Order”, then tap “Cancel”.
8. How long does delivery take? Delivery usually takes 3–5 business days, depending on your location.
9. Can I track my order? Yes. Go to “My Orders”, select the order, and click “Track Order” for real-time updates.
10. Do you offer delivery or store pickup? Yes. We offer home delivery and also allow in-store pickup for added convenience.
11. Can I save items to buy later? Yes, you can click “Add to Cart” on any item and complete the purchase later.
12. How will I know if my order was successful? Check the “My Orders” section under your profile. A successful order will be listed with its current status.
13. Do you offer any product warranties? Warranty terms vary by product. Refer to the product description or contact us for details.
14. Is there a minimum order requirement? No. You can order a single item or as many as you like, based on availability.

15. Do I need an account to place an order? Yes. While browsing is open to all, placing an order and tracking it requires an account. 16. Can I order through social media? For secure transactions, place orders via our website. However, you may message us on Facebook or Messenger for inquiries.

About:

1. What types of products do you sell? We sell motorcycle parts, maintenance items, accessories, and riding gear.
2. How long has KD Motoshop been in business? We have been operating since 2021 and continue to grow with the support of our loyal customer base.
3. Do you have a physical store? Yes, our main store is located in Taguig City. We also operate online and accept orders nationwide.

Privacy Policy:

1. What personal information do you collect from customers? We collect only essential information such as your name, contact details, and delivery address to process your orders.
2. How is my data protected in your system? Your data is encrypted and stored securely. We follow industry-standard security practices to ensure your information remains safe.
3. Will my personal information be shared with third parties? No, your personal information will not be shared with third parties without your consent.
4. Do you store credit card or payment information? No, we do not store any credit card or payment information. All transactions are handled through secure, third-party payment providers.
5. How long do you retain customer information? Customer information is retained only for as long as necessary to fulfill services and meet legal or regulatory requirements. 6. Is it safe to make transactions on your website? Yes, our website uses secure encryption and follows best practices to protect your personal and payment information during transactions.