

Yijie's Ecommerce Market - Order Management Guide

Effective Date: September 13, 2025

This guide provides information on how to place, track, modify, and manage your orders at Yijie's Ecommerce Market.

1. Order Placement

1.1. How to Order: 1. Browse our catalog and add desired items to your shopping cart. 2. Once you are ready, click the shopping cart icon and proceed to "Checkout." 3. Log in to your account or proceed as a guest. We recommend creating an account to easily track your order history. 4. Enter your shipping address and select a shipping method. 5. Enter your payment information. 6. Review your order details, including items, shipping address, and total cost. 7. Click "Place Order" to complete the purchase. **1.2. Order Confirmation:** After placing your order, you will receive an order confirmation email containing your order number and a summary of your purchase.

2. Order Tracking

You can track the status of your order through your account. **2.1. Status Updates:** * **Pending:** Your order has been received but payment has not yet been processed. * **Processing:** Your payment has been confirmed, and our team is preparing your order for shipment. * **Shipped:** Your order has been handed over to the carrier and is on its way. You will receive a shipping confirmation email with a tracking number. * **Delivered:** The carrier has confirmed the delivery of your package. * **Cancelled:** Your order has been cancelled. **2.2. Tracking Number:** Once your order is shipped, you can use the provided tracking number on the carrier's website (e.g., FedEx, UPS) to get real-time location updates.

3. Order Modifications

We process orders quickly to ensure prompt delivery. Therefore, the window for modifications is limited. **3.1. Timeframe:** You may request modifications within **60 minutes** of placing the order. **3.2. How to Modify:** To request a change, please contact our Customer Support team immediately with your order number. We can attempt to modify item quantities, sizes, or colors. We cannot add new items to an existing order. **3.3. Address Changes:** Please refer to our "Shipping & Delivery" policy for information on changing the shipping address.

4. Order Cancellations

4.1. Customer-Initiated Cancellations: You may cancel an order within **90 minutes** of placing it. You can do this through your "Order History" page in your account or by contacting Customer Support. **4.2. Merchant-Initiated Cancellations:** Yijie's Ecommerce Market reserves the right to cancel orders due to issues such as item unavailability, payment processing problems, or suspicion of fraudulent activity. You will be notified via email if your order is cancelled.

5. Order History and Reorders

5.1. Viewing History: If you have an account, you can view your complete order history at any time by navigating to the "Order History" section of your dashboard. This includes order dates, numbers, items purchased, and shipment status. **5.2. Reordering:** From your order history, you can easily reorder a previous purchase or individual items from a past order by adding them to your cart again.