

Frequently Asked Questions (FAQs) – Indoo e-commerce - B2B and B2C Platform

This document addresses frequently asked questions about our e-commerce platform, which serves both Business-to-Business (B2B) and Business-to-Consumer (B2C) users. Our platform is designed to provide a seamless experience for businesses and consumers alike, offering a wide range of products, flexible payment options, and user-friendly features. Below, you'll find detailed answers to common questions about how to use the platform, payment processes, account management, and much more.

General Platform Questions

What is the difference between B2B and B2C on this platform?

On our platform, Business-to-Business (B2B) refers to transactions where companies purchase goods in bulk or wholesale for business purposes, while Business-to-Consumer (B2C) refers to direct sales of products to individual customers for personal use. The platform caters to both business needs and consumer requirements, offering various features like bulk ordering for B2B and single-item purchases for B2C.

Can I switch between B2B and B2C modes?

Yes, users can switch between B2B and B2C modes by selecting their desired mode at the time of registration or through their account settings. Businesses can access special features like bulk pricing, customized invoices, and business-specific shipping options, while consumers enjoy a simple checkout process and personalized product recommendations.

Account Management

How do I create an account?

Creating an account is simple. Click on the 'Sign Up' button located on the homepage, and select whether you are registering as a business or individual. Enter your email address, create a password, and provide any required information. Once completed, you will receive a confirmation email to activate your account.

What information is needed to set up a business account?

To set up a business account, you will need to provide your company's name, business registration number, VAT number (if applicable), contact information, and the primary

business address. This information helps us offer tailored services and pricing for your business needs.

How do I reset my password?

If you've forgotten your password, click on the 'Forgot Password' link on the login page. You'll be asked to enter your registered email address, and we'll send you a link to reset your password.

Ordering and Payments

What payment methods are accepted?

We accept a wide range of payment methods, including credit and debit cards (Visa, MasterCard, American Express), PayPal, and bank transfers for B2B customers. Depending on your location, additional payment options may be available.

Is it possible to pay in installments?

Yes, our platform offers installment payment options for B2B customers. The availability of installment plans depends on the agreement between your business and the platform, as well as the order size and value. Contact customer support for more details on installment options.

How do I track my order?

Once your order has been shipped, you will receive an email with a tracking number. You can also track your order by logging into your account, navigating to 'Order History,' and selecting the order you wish to track. The tracking number will provide real-time updates on the status and location of your shipment.

Shipping and Delivery

What are the shipping options?

We offer various shipping options depending on your location and the size of your order. Standard shipping, express shipping, and bulk shipping options are available for both B2B and B2C customers. You can select your preferred shipping method during checkout.

How do I qualify for free shipping?

Free shipping is available for B2C orders over a certain amount, which varies by region. B2B customers may also qualify for free shipping on bulk orders. Check the promotions section or contact customer support for specific details.

Returns and Refunds

What is the return policy?

Our return policy allows B2C customers to return items within 30 days of purchase for a full refund, provided the items are in original condition and packaging. B2B customers must contact their account representative for specific return policies, which may vary depending on the nature of the order.

How do I request a refund?

To request a refund, log into your account and navigate to the 'Order History' section. Select the order you wish to return and follow the prompts to initiate a return. Once we receive the returned items and confirm their condition, we will process your refund to the original payment method.

Discounts and Promotions

How do I apply a discount code?

During checkout, you will find a field labeled 'Discount Code.' Enter your code in this field and click 'Apply.' The discount will be automatically deducted from the total amount. Please note that only one discount code can be used per order.

Do you offer bulk order discounts?

Yes, bulk order discounts are available for B2B customers. The discount percentage depends on the size of the order, product type, and location. Contact our sales team to learn more about how your business can benefit from bulk order discounts.

How can I find current promotions?

You can find current promotions by visiting the 'Promotions' section on our website. We regularly update this page with new deals, discounts, and offers for both B2B and B2C customers.

Technical Support and Issues

What should I do if I encounter a technical issue?

If you encounter any technical issues while using our platform, please contact our technical support team. You can reach them via the 'Contact Us' page or by emailing support@ecommerce.com.

Why am I having trouble with payment processing?

If you're facing issues with payment processing, ensure that your payment details are correct and that there are sufficient funds in your account. If the problem persists, try using a different payment method or contact our customer support team for assistance.

Is the platform compatible with mobile devices?

Yes, our platform is fully optimized for mobile devices. You can browse, order, and manage your account from any smartphone or tablet. We also have a dedicated mobile app for easier access.

Product Listings and Catalog

How do I search for specific products?

Use the search bar at the top of the homepage to search for specific products. You can filter search results by category, price range, brand, and other criteria to find exactly what you're looking for.

How often is the product catalog updated?

Our product catalog is updated frequently to include the latest products and ensure accurate stock levels. New arrivals are highlighted on the homepage and in the 'New Products' section.

Can I request a product that is not listed?

Yes, B2B customers can request specific products that may not be listed on the platform by contacting their account manager. We strive to meet your business needs and can source products upon request.

Security and Privacy

Is my data safe on the platform?

Yes, we take the security of your data seriously. Our platform uses industry-standard encryption and security protocols to ensure that your personal and business information is protected. We also comply with data protection regulations such as GDPR.

Do you store payment information?

We do not store your payment information directly on our servers. Instead, we use a secure, third-party payment processor to handle transactions. Your payment details are protected through secure encryption.

How can I update my privacy settings?

To update your privacy settings, log into your account and navigate to the 'Privacy Settings' section. From there, you can adjust how your information is shared and opt in or out of marketing communications.

Custom Orders and Services

Can I place custom orders for products?

Yes, B2B customers can place custom orders for products that are not available in the general catalog. Contact your account manager to discuss your requirements and to receive a custom quote.

Do you offer product customization?

We offer product customization services for B2B customers. This includes custom packaging, branding, and product modifications. Contact our customer support team for more information on customization options.

Vendor and Supplier Questions

How do I become a vendor on the platform?

To become a vendor on our platform, visit the 'Sell with Us' page and complete the vendor application form. Our team will review your application, and once approved, you'll be able to list your products and start selling to both B2B and B2C customers.

What are the fees for selling on the platform?

The fees for selling on our platform vary depending on the category of products and the type of account you hold. We offer competitive commission rates for vendors. For more details, visit our 'Sell with Us' page or contact the vendor support team.

How do I manage my vendor account?

Once your vendor application is approved, you will receive access to a vendor dashboard where you can manage product listings, monitor sales, handle customer inquiries, and track orders.

Miscellaneous Questions

What languages does the platform support?

Our platform currently supports multiple languages, including English, French, Spanish, German, and Arabic. You can switch the language by selecting your preferred option from the language dropdown menu.

How do I contact customer support?

You can contact our customer support team via email at support@ecommerce.com or by calling our toll-free number. Our support team is available 24/7 to assist with any inquiries or issues.

What are the business hours?

Our platform operates 24/7 for both B2B and B2C customers. Customer support is available during regular business hours, Monday to Friday, 9 AM to 6 PM, local time.