

User Guide: How to Checkout



How to checkout?

Once you have completed your order, click on the 'basket icon' to review your order and amend if necessary. All promotions you are eligible for will be visible on the order summary page and the total amount of your order is also shown.

01 — BASKET

On any page, click on 'Basket' in the header, you will be redirected on the Basket page. You will land on the Basket page which is composed of 3 elements: the total amount of the basket, the products added in the basket and the basket summary.

The total amount of the basket. In the first part, you will find the number of products in the basket, the total amount of the basket and the "checkout" button to confirm the basket and go to the next step. If you are eligible for any discount on your order it will not appear until the final stage of the checkout.

The products added in the basket. In the second part, you will find the estimated delivery date, the product description with the product image, the product name, the product brand, the product EAN, the product unit price, the product quantity and the product total price. The prices quoted are the list price before any discount you may be eligible for.

You can update the product quantity by either typing in the number or using the '+' or '-' buttons. The total prices are automatically updated. To remove a product from your basket, simply click on the garbage icon next to the product.

If you want to remove all the products in your basket, click on the link 'clear basket'.

The basket summary Finally, you will find the basket summary with the number of products, the order subtotal without VAT and Shipping, the Estimated VAT, the Estimated Shipping and the Basket order total. You can enter a promo code in the field "Promo code" and click on "apply". Your promo code has been applied and the order will automatically be updated or prompt you to choose your promotional items. If you enter a wrong promo code an error message will be displayed. The 'Sub Total list price' is the non-negotiated price of the products in your Basket.

Once you are happy with your order, click on the 'check out' button to finalize your order. The checkout is composed of 3 steps.

02 — SHIPPING

Once you have clicked on the 'checkout' button you will land on the delivery page. At the top of this page, if you wish you can enter a Purchase Order Number in the relevant field. **Hint:** A Purchase Order Number is an optional field which corresponds to an internal reference generated by the client in order to connect bills to specific reference numbers.

In the next section 'Ship to address', you will find your delivery address. You can select another delivery address if it already exists in the system. It is not possible to modify an existing address or to create a new address. If you want to update your address or create a new one, click on "Update my addresses". You will be redirected to your account so that you can contact the Customer Care.

In this second section 'My delivery preferences', you will find the the shipping fees (if applicable), amount and the total price with the VAT. You can also select an expected elivery date. Finally, you can check again all the products in your basket by clicking on the link 'open product list'.

The basket summary is still displayed on the delivery page. When you have completed all the fields, click on 'go to payment' to validate your shipping choices and go to the payment step.

03 — PAYMENT

This is the final stage of the checkout. You will see a message informing you that your order will be invoiced according to your usual payment terms. If you do not have a credit account you will need to arrange payment via bank transfer in the usual way. Just below, you will find all your billing addresses: 'Bill to address', and 'Sold to address'. It is not possible to modify an existing address or to create a new address. If you want to update your address or create a new one, click on "Contact us to update address". You will be redirected to your account so that you can contact Customer Service via the Contact Forms. The basket summary is still displayed on the payment page. If your billing address is correct, check the 'Terms and Conditions' box and click on the 'place my order' button.

04 — CONFIRMATION

Once you have clicked on the "place my order" button on the Payment page you will be redirected to the Confirmation page. The confirmation page is composed of 2 parts: 'Thank you message' and 'Order summary'. You will receive also an e-mail confirmation to the address shown with all your order details. On this page, you will find your order number, a link to go to the homepage and an another one to log out.

On this page you will also retrieve the used payment method, all your billing address information, the estimated delivery date and the list of products ordered with their quantities and their prices. The basket summary is still displayed on the confirmation page

If you have any questions about this user guide, do not hesitate to contact us by phone, by email or via your Business Development Manager.