

## FAQ - FREQUENTLY ASKED QUESTIONS

### How can I place an order?

To place an order on our online shop it's quite simple and intuitive, you should follow the next steps:

1. Create a customer account, through the weblink **Register**,
2. Add the desired products to the cart, throw the **Add to Cart** button next to the producte.
3. View the cart products (**Show Cart**) and then **Checkout** the cart
4. Follow the last steps choosing the **Shipping address**, **Shipping method** and **Payment method**
5. Depending on the Payment method chosen you should:
  - **Wire Transfer** - Wait for the order copy email and proceed with the bank transfer to our IBAN, you can find this information on the order email.
  - **Paypal or Credit Card** - You will be redirected to the paypal payment gateway page to make the payment.

Finally you should wait for the order to be delivered in the mentioned address.

### I forgot my password or Username?

If you can't remember your password, please click on the link **Lost Password?** Simply enter your email and a new password will be emailed to you.

In case you forgot your username, the recovery process is similar, but you should choose the link **Forgot your Username?**

### Do I have to register to place orders?

Yes, the orders are shipped through mail or express mail and your address information is needed to make the delivery.

## How much is the shipping cost?

The shipping cost is calculated by several factors, like the order weight and the delivery address, to know the shipping cost you should simulate (exactly the same process as placing an order, but without finishing it) an order, the exact value will be showned, so you can know exactly how much you will pay in real time.

## My order was canceled, and now?

The shop management system automatically cancels the orders, which are not paid on the next days, in order to provide products for new orders, if you remain interested, you should make a new order, or contact the sales department. The system automatically locks users with a history of recurring orders not paid.