

## Shopping Guide

### How to Shop?

#### **How to place an order from Tekmark eshop?**

To place an order, you will need to be a registered member of Tekmark eshop. You can register yourself as a member by filling up a simple online form.

#### **Register as a member of Tekmark eshop**

1. Navigate your web browser to [www.tekmarkgroup.com/eshop](http://www.tekmarkgroup.com/eshop) and click the "My Account" link.
2. Click on the "REGISTER" on the drop down button.
3. Fill in the necessary information: First name, Last name, Email Address and Password. Once all necessary information has been filled, submit the form by clicking the Submit button.
4. You will receive a confirmation email with the details you have entered to the system. If you did not receive it, please check your junk mail folder.
5. You will also have an option to edit other information once you have logged in to your account e.g. your account information or shipping address.

It is important that all information you have entered are correct and accurate.

#### **Start shopping**

1. Select the items you want to order through the selection menu.
2. Once you have entered the quantity (Qty) that you want to order, click on "ADD TO CART".
3. Click the shopping cart on the top left of the page and you can choose if you want to view cart or proceed to check out.
4. You can continue shopping until you have selected all the products you want to order then click on the checkout button.

#### **Checking out**

You can check out by clicking the Checkout link on the menu.

1. Fill in your billing information with the correct billing/delivery address.
2. Select Free Shipping if your billing address is within Klang Valley or delivery charges will be imposed (based on the weight of the equipment) if your address is out of Klang Valley
3. Click on Payment Information and select the payment method you want to use. You will be redirected to a payment gateway website so make sure you do not have a popup blocker installed or have disabled it for Tekmark eshop
4. Once payment has been made, just click on CONFIRM ORDER and you're done!

#### **Cancellation of order**

Due to the nature of processing, you will need to contact us within 1 working day of purchase at +603-9057 8999, Monday to Friday (9am-5pm) and speak to Ms Ellyna/Ms Apple Fong.

Cancellation of order should be made directly and immediately via the telephone. Should you fail to contact us within the stipulated time, the order will be processed and goods sold are not refundable and/or replaceable.

### Warranty

All products purchased from [tekmarkgroup.com/eshop](http://tekmarkgroup.com/eshop) are subject to warranty according to the respective manufacturers' warranty policies. Should you require any after sales services, feel free to contact us at +603-9057 8999 and speak to Ms Samantha Ling/Ms Apple Fong.