

## FAQ

### **How do I register on Constructionwale as a seller?**

To register, please complete a simple registration form. We will respond to you at the earliest after reviewing your information. You can also call us on 022-27581002 for seller related issues.

### **What documents are required to register as a seller on Constructionwale?**

Please note the documents required, PAN Card, VAT and TIN Number, Bank Account and supporting KYC documents (Id Proof, Address Proof and Cancelled Cheque).

### **Can I talk to you about selling on Constructionwale?**

If you are not selling on Constructionwale and want to know more, you can call us at 022-27581002 and provide your details. We will respond to you with the next steps after reviewing your information.

### **Do I need VAT and CST numbers to sell on Constructionwale?**

Yes. It is illegal to sell without VAT and CST numbers. You need to provide this information to Constructionwale at the time of registration. Please note, if you start selling any taxable goods, you need to register for VAT and CST as per the sales tax law.

### **What are your charges for selling on Constructionwale?**

It's free. Constructionwale does not charge anything to you for listing your product/s online. You have to pay a mutually agreed commission for what you sell. The commission structure is shared and agreed upon with sellers at the time of registration.

### **What is the process of selling on Constructionwale?**

There are 2 ways. You simply list the product/s that you want to sell on Constructionwale.com's marketplace. Customers look at your product/s and make a purchase. You receive an email to ship the product. You deliver the product to the customer and confirm shipment. 2nd Module is at Clearance Sale where you need to sell slow moving items at discounted prices.

### **What products can I sell on Constructionwale?**

You can sell products as per the Listed categories and sub categories. Please contact us to know more.

### **If I list products on Constructionwale, will the customer know that he/she is purchasing from me on Constructionwale.com's marketplace?**

Yes They will know We will clearly indicate on our product detail pages and offer listing pages that the product is sold by you. Further, the invoice will carry your name.

## **Who decides the price of the products?**

As a seller, you will set the price of your products.

## **How do I list my products on Constructionwale?**

Once the registration process is complete, our team will work closely with you to create your online catalogue after this you can easily manage your listings.

## **How do I manage my orders on Constructionwale?**

You will get a seller id and a panel from where you can view and manage all your orders.

## **Do you offer protection against fraud?**

Definitely. Constructionwale helps you against fraudulent orders placed on your products besides keeping a stringent check on payment frauds.

## **How do I get paid for the products I have sold through Constructionwale?**

For cash on delivery, you will collect the payment directly from the customer at the time of delivery. However, in case of advance payment, the settlement will be done as per terms discussed with you.

### **Order and Shipping**

## **How do I check the current status of my order?**

Once your order is confirmed, we will share the order id and tracking details via E-mail/SMS. You can then TRACK ORDER at Constructionwale.com

## **When will I receive my order?**

On website, against each product, a delivery time line is mentioned. Scheduled date and time will be confirmed once an order is despatched.

## **How will the delivery be done?**

Generally seller will organise the Logistics after getting a confirmation from you. Depending on the Volume and delivery place , they will organise the vehicles.

## **What are the delivery charges?**

Delivery charges vary with the products and quantity ordered. Detailed will be given at the time of order confirmation.

## **Do you deliver in my area?**

Normally we prefer the Local supplier to deliver the products to save on the logistics charges , however you can chose any supplier who is outside of your area but willing to supply in your area. Our customer support team will help in this matter.

## **Will someone inform me if my order delivery gets delayed?**

In case of a delay, our customer support team will keep you updated about your delivery and most optimum timeline.

## **Are there any hidden costs (sales tax, octroi etc) on items sold by sellers?**

No. There are zero hidden charges when you make a purchase through us. List prices are final and all-inclusive. The price you see on the product page is final plus variation in Logistics charges .

## Payments

### **What are the modes of payment available at Constructionwale.com?**

You can choose any of the following modes of payment when buying • Debit Cards • Credit Cards • Net banking of all major banks ...

### **What is Cash on Delivery (COD)? Are there any additional charges for COD orders?**

Cash on delivery means that you can pay for your order at the time of order delivery at your desired location. You just have to make a small 20% payment online and Balance can be paid on COD Basis.

### **Can I opt for COD (Cash on Delivery) for all products I buy ?**

Yes, COD is available for all the products provided you make 20% advance payment online as a confirmation of order. If you don't like the product then only Logistics charges approx max 5% will be deducted.

### **I have purchased multiple products in an order. Do I need to pay COD every time if the delivery times are different?**

Yes, you need to pay for the products at different times if the delivery times are different.

### **How do I pay using a credit/debit card?**

For Credit Cards: We accept payments made using Visa, MasterCard and American Express credit cards.

### **Is it safe to shop online using my Debit card or Credit Card?**

Absolutely! Be rest assured that all payment transactions are processed over a secure encrypted connection. Your banking information is safe .

### **What is a 3D Secured password?**

The 3D Secured password is implemented by VISA and MasterCard in partnership with card issuing banks under the "Verified by VISA" and "Mast...

### **Can I use my bank's Internet Banking feature to make a payment?**

Yes, we offer you the convenience of using your bank's Internet Banking service to make a payment towards your order.





