

FAQs (Categorized) -attach link to the customer guide

1. Order Creation

a. How do I place an order?

To place an order on **TopCart**:

1. Browse products using categories or the search bar.
2. Add items to your **cart**.
3. Proceed to **checkout** and enter your delivery details.
4. Choose your **payment method** and confirm the order.
5. You'll receive a confirmation email with your **order number**.

b. What payment methods do you accept?

TopCart accepts:

- **Credit/Debit Cards** (Visa, Mastercard).
- **Mobile Payments** (e.g., M-Pesa).

c. How long does it take for payments to be processed?

Payments are usually **confirmed instantly**. If your payment is not processed, check with your bank or **contact support**.

d. **What should I do if I have been charged twice for the same order?**

If you notice a **duplicate charge**, reach out to **customer support** immediately via:

- **Phone:** +254 783 306996 / +254 707 216696
- **Email:** shyam@topcart.co.ke / keiya@topcart.co.ke
Once verified, the extra charge will be **refunded** within 3-5 business days.

e. How secure is my payment information on TopCart?

TopCart ensures:

- **Encrypted transactions** for secure payments.
- **No storage** of payment details after checkout.
- Compliance with global **data security standards**.

f. How can I use a TopCart gift card, voucher, or discount code?

During **checkout**, enter the **voucher/discount code** in the designated field. The discount will be **automatically applied**.

g. My payment was declined - what should I do?

Try the following steps:

1. Check if your **card has sufficient balance**.
2. Contact your **bank to ensure no restrictions** on your card.
3. Try an **alternative payment method** (M-Pesa, PayPal, etc.).
4. If the issue persists, contact **customer support**.

h. Can I modify or cancel my order after placing it?

- **Modifications:** Can be made **within 30 minutes** of placing the order.
- **Cancellations:** Available if the order has **not been shipped**.

i. Can I cancel my order and get a refund after payment has been made?

- **If the order is not shipped**, you can cancel and receive a **full refund**.
- **If already shipped**, you must **initiate a return** after delivery.

j. How can I find current promotions or offers on TopCart?

- Visit the **TopCart homepage** for **deals and offers**.
- Create a TopCart account with your email for **exclusive deals**.

2. Delivery Concerns

a. What are the delivery areas?

TopCart delivers across Nairobi, **Kenya**.

b. How long does shipping take?

- **Standard Shipping:** 3-5 business days.
- **Express Delivery:** Same day and Next-day delivery are also available.

c. Do you offer free shipping?

- Check the **Promotions Page/deals page** for **seasonal free shipping offers**.

d. Can I track my order?

Yes! Once your order **ships**, you'll receive:

- A **tracking number** via email/SMS.
- A **tracking link** to monitor your package.

e. What happens if my order is delayed?

- You'll receive a **delay notification** with a revised delivery date.

- Contact **customer support** for further assistance.

f. How can I update my delivery details?

Before placing an order, update your **address** in **Account Settings**.

g. Can I update my delivery details once an order has been placed?

- Changes can only be made **before dispatch**.
- Contact **customer support** ASAP.

h. I am not able to receive my delivery on the scheduled day - what should I do?

- Contact the an alternative **delivery partner** to receive the order on your behalf and contact customer care ASAP.
- If missed, the package will be available for **redelivery or pickup**.

3. Returns and Refunds

a. What is your return policy?

- Returns must be **requested within 7 days** of delivery.
- Items must be in **original packaging & unused**.
- Some categories (**electronics, health items**) may have **special return conditions**.

b. How do I initiate a return?

1. **Log in** to your account.
2. Go to **Order History** → Select **Return Item**.
3. Follow the prompts to fill the return request form.

c. When will I receive my refund?

Refunds are processed within **3-5 business days** after return approval.

4. Account and Security

a. How do I create an account?

1. Click **Sign Up** at the top of the page.
2. Enter your **email & password**.
3. Confirm your **email** to activate the account.

b. I forgot my password. What should I do?

1. Click “**Forgot Password**” on the login screen.
2. Follow the link sent to your **email** to reset.

c. How can I contact customer support?

- **Phone:** +254 783 306996 / +254 707 216696
- **Email:** shyam@topcart.co.ke / keiya@topcart.co.ke
- **Live Chat:** Available on the **TopCart website**.

5. Product Queries

a. Are your products authentic?

Yes, all products are **100% genuine** and sourced from **trusted suppliers**.

b. How can I find out more information about a product?

Check the **product page** for:

- **Descriptions**
- **Specifications**
- **Customer reviews**

For further details, contact **customer support**.

c. Do you offer gifts and discounts?

Yes! TopCart provides:

- **Seasonal discounts & promotions.**
- **Gift cards & vouchers** available for purchase.
- **Exclusive deals** via email subscription.

6. Warranty and Support

a. Do products come with a warranty?

- Electronics & appliances have a **manufacturer’s warranty**.
- Check the **product page** for warranty details.

b. What should I do if I receive a damaged item?

- Contact **customer support** immediately.
- Provide **photos** of the damaged product for assessment.