

- 1- Login to Website www.eshop-vietnam.com
- 2- Click to select the “**Category**” and “**Sub – Categories**”, click on the item you are interested in and then click “**Search**” button.
 - You can also click directly on interested item displayed in the "Recent items" list right from the Home Page
- 3- Have a good look on description of your interest items
- 4- When you have selected an item and decide to buy:
 - a) Before deciding on a purchase you should have a look at the “**Seller Profile**” found right below the item description. You then could estimate the reliability of the seller by checking the validity of his/her information such as phone number, address and ID card (this information has been checked by our Customer Services when submitted but we can not guarantee their truthfulness)
 - b) In the box “**order online**” select the quantity of products you wish to order by clicking on the arrow on the right and select.
 - c) You should note and agree the shipping terms as indicated by the seller.
 - d) Choose a **payment method** by clicking on the tick box proposed by the seller.
 - e) Click the button “**Send Order**” → a new window appears allowing you to preview the Order you are sending. Check its content:
 - When you are sure that all information is accurate and if you completely agree with every details then click on “**Confirm Order**” → Then a confirmation window is displayed to confirm the submission of your order. The seller will contact you within 48 hours to come.
 - If you don't completely agree with the information and want to revise the Order then click on the button “**Remove / Cancel**” and go back to steps b, c, d & e.
 - g) In the box “**My Menu**” on the right of the screen, under the “**Direct Sales**” Chapter , at the “**Order Sent**” shall display that you have a new order
 - Click on the link “**Order Sent**”, the content of order will appear,
 - Next click on “**View & Print this order**” and you can print them by clicking the *button* at the bottom of the printer.
 - h) When you receive a feedback from seller:
 - Login to www.eshop-vietnam.com
 - In “**My Menu**” box, click on the “**Inbox**” link to read the feedback and the seller details; you can arrange on details of the delivery / receipt of goods and payment directly to the seller.

Note: *check your email regularly in order to timely respond to the seller within 24 hours and avoid for the seller to hold the item too long*

l) Post-purchase

When the online purchase on-eShop Vietnam ended:

- 1- Login to Website www.eshop-vietnam.com
- 2- In “**My Menu**” box, click the link “**Order Sent**”, a new window under the title “**Order sent**” appear.
- 3- Click on the “**Paid**” category, a new window will appear with the orders made and paid:
 - Click on “**Comment the Seller**”, fill up the text box below to give your comments on the seller → click the “**Send feedback**” link.
 - Click to select “**good**”, “**average**” or “**poor**” to vote seller

Note: *the comment you have just given will be displayed under the seller's "Message List " when it is shown and **all the people using eShop-Vietnam would be able to read it.***