

Manual Stoqk International

You now read the instructions about our website. That means you are or want to become a customer of Stoqk International – for all newcomers: welcome on behalf of Team Stoqk! In this manual you find all information about how to create an account, how to order, how to organize and download your invoices and where to find all handy brand information we got.

CREATE AN ACCOUNT

In order to become a customer of Stoqk International, we need some information from you. With that information we create an account for you and keep you regularly informed about offers and other news that is important to you as a customer. Therefore complete the attached New Customer Form and send this form to info@stoqk.com to become a customer of Stoqk International.

Our employees process this information and create an account for you. You will receive personal login details from them by e-mail. Do not forget to change the default password. Did not you receive the mail? Check your spam folder or contact us via info@stoqk.com or +3120 26 13 918.

GENERAL

You have received your personal login details from our employees. Now you have access to your personal Stoqk dashboard and our online shop. To log in, click on the icon at the far right of the main menu that floats above every page. This icon looks like this:  .

After you logged in you click on this icon again and you end up at your personal space on our website, your personal Stoqk dashboard. Here you will find a nice overview of all important information about our services and all the possibilities you have as a customer at Stoqk International. *Read especially our FAQ.*

ORDER and CHECK OUT

This is of course the most important for you: ordering products. Simply go to **SHOP** via the dashboard and find all our products. If you are not on the dashboard, but on another page, you can also quickly go to the shop via the icon in the main menu that leads to the main menu. To do this, move the cursor over the icon and select **SHOP** in the appearing menu. Both in this menu and on your personal dashboard you will also find your shopping basket, namely under **CART**.

To CHECK OUT you go to **CART** (your shopping cart) and choose to proceed to checkout. Do not forget to enter possible coupon code before you choose to pay.

INVOICES, BROCHURES, PRODUCT PHOTOS and MORE

You find your to pay or already paid invoices under **ORDERS**. This option can also be found in both your personal dashboard and the selection menu. Furthermore you will find all sorts of useful information about our brands on the dashboard, such as barcodes, brochures, product photos, your address details and our terms and conditions.

FAQ

1. Why do prices differ in the shop with the prices on the invoice?

In the shop, prices are always displayed including VAT. It is only during the checkout that our system determines whether you actually have to pay the VAT.

2. How can I see how many copies are still in stock of a specific product?

You can see our stock by clicking on the product. We always mention the exact number of products that we still have in stock. Please note, always check whether the product is in stock, it is possible that a product is only available via back-order and is not marked as 'out of stock'.

3. Can I reserve my products by storing them in my shopping cart?

No. Products that have not been actually ordered are available for other customers. It is therefore possible that products in your shopping cart are no longer available at the time of checkout. So: not checked out means not ordered or reserved.

4. What are the specific delivery times for products in back-order?

That information is always difficult to estimate. Would you like to know more about your delivery? Simply call our team via +3120 26 13 918. They will give you clarity in no time.

5. I have forgotten my password. How can I log in again?

Go to www.stoqk.com/login/lost-password/ and request a new password.

6. I have entered a wrong password three times. What now?

Your account has been blocked. Contact our service team via service@stoqk.com. They ensure that you get a password reset and your account works again.

