

How do I create and pay for an order?

1. I put the product I'm interested in into the cart by clicking on the green **TO CART** box.
2. If I am satisfied with the contents of the basket, I click on the box where the basket is displayed. Then I get to my basket.
3. **1st step in the basket** (Shopping basket)
When I get to the cart, I check its contents and if everything is fine, I click on the **CONTINUE** box.

2nd step in the basket (Shipping and payment)

I will choose the correct **delivery country** and **payment currency**.

I will choose the correct mode of transport from the following options:

DPD DELIVERY TO THE ADDRESS - after clicking on this mode of transport, boxes will appear where I fill in the required data and click on the **SEND** box.

I choose the correct payment method:

Online card payment - I will pay for the order by card through the GoPay payment gateway. Later I follow GoPay instructions.

Online bank transfer - I will pay for the order by online transfer through the GoPay payment gateway. Later I follow GoPay instructions. **!! I enter the VARIABLE SYMBOL correctly !!** otherwise, the payment will not be paired with the order and will be automatically canceled after 72 hours. The transfer can take up to 3 working days.

GoPay wallet - I will pay for the order via GoPay wallet.

ApplePay - I will pay for the order via ApplePay.

If I choose the payment method correctly, I click on the **CONTINUE** box.

3rd step in the basket (Information about you)

I will correctly fill in the fields with personal and invoicing data.

If I create a customer account, it is enough to fill in the required data correctly only once, and with each subsequent order, the system will fill in the required data for me.

After filling in the data fields, I check them once more and if everything is in order, I click on the **Order with payment obligation** box.

4. In the last step, I correctly make the payment for the order. When paying online by bank transfer, I enter the **!!variable symbol correctly!!** otherwise, the payment will not be paired with the order and will be automatically canceled after 72 hours. When paying online with a card, GoPay wallet, or ApplePay, I am patient and I do not rush any step so that the payment for my order is successful.

After the purchase process

- After creating the order, I will receive a confirmation e-mail about the creation of the order (*I entered the e-mail correctly when creating the order*).
- If something goes wrong during my payment and I don't pay for the order, I don't create a duplicate order because I already have the products from the order **!!RESERVED!!** I will report the problem by e-mail to customer service **michaelastore.sk@gmail.com**. I will then receive an automatic e-mail with instructions for repeated payment for my order.
- During the entire journey of my order, I am informed by e-mail about the status and location of my order.

Delivery of the shipment

By creating the order, I am aware that the delivery of the parcels is covered by the courier company **DPD**.

- **Delivery to the address** - when the package is delivered, the DPD courier will inform me by phone at the number I entered when creating my order.