



SUPPORT FACT SHEET

Domain name registration and email service is the sole responsibility of the merchant. And agrees to rules and regulations of the company providing this information.

Domain & Email is provided by our partner and the merchant agree to accept and follow rules and regulations of the third party company.

FreKart shares significant relationships with leading payment gateways in India, which is why we're able to offer free setup and low transaction rates. While we help you get connected to the most suitable payment gateway of choice, account registration & activation is the responsibility of merchant.

Billing starts within 30 days from the sign up date. Actual billing Start Date is either Store Live Date (domain pointing date)

Finalizing the template is the first step during the store setup process. If the merchant requests assistance with setup, once work is initiated on a particular template, we cannot support changes to that. However, the merchant is free to change a template and setup themselves as many times as they would like.

A dedicated Support expert will be assigned to the merchant who will provide a setup information of the website within the 72 hours of signup.

Support Expert will arrange training information like video tutorial as discussed with the merchant (Training will be provided over internet as the slot selected by the client preference).

Coordination with Support Expert will primarily coordinate over email and if required, will assist the client over phone.

The Support setup period is to provide as much hand – holding required as possible to the merchant – but does not include

Custom Design

Any changes done at our end to the template (unless signed up for the custom theme package starting at Rs. 23,000)

Creation of any artwork, logos, graphics, banners, etc.

Adding any CSS or HTML code to the template

Building any user interface based or business rules based functionality

Creating or editing product data for upload

Cleaning or editing product images before upload

Creation of static pages such as About Us, Shipping Policy, Privacy Policy, Terms and Conditions, etc.



Support experts will only be available for 30 days from the signup date. After these 30 days all the issues will be entertained by our trained support team. You need to register and raise tickets on support.freKart.com or send an email to support@freKart.com.

Raising ticket is also required for any issue to be checked and resolved from the date of signup.

Support response times are 24 hours. These response times apply T – S, 10. 00 AM to 6.30 PM only. No onsite training or support is offered. Please note, these are response times only and do not guarantee issue resolution.

Support will always first involve sending ready documentation and guides to the merchant, followed up one to one support, if required.

We follow a no refund policy – so whether you change your mind the very next day, or mid – month, we cannot offer refunds!

****Payment gateway setup takes minimum 15 days, so this has to be the first thing that a merchant should decide and initiate with proper documents in hand requested by the payment gateway company****