

# MANUAL WEBSHOP

## SUBSCRIPTION MODEL STEP BY STEP

1. HOW TO CREATE YOUR SUBSCRIPTION
2. MY SUBSCRIPTIONS (UNDER LOGIN)

## WEBSHOP QUESTIONS

ACCOUNT & LOGIN

SHIPPING & DELIVERY

RETURNS & CANCELLATIONS

ONLINE PURCHASES & PAYMENTS

SUBSCRIPTIONS

## LOGIN

1. YOU AREN'T REGISTERED YET
2. YOU ARE REGISTERED AND KNOW YOUR PASSWORD
3. YOU ARE REGISTERED BUT YOU FORGOT YOUR PASSWORD

# YÜGEN

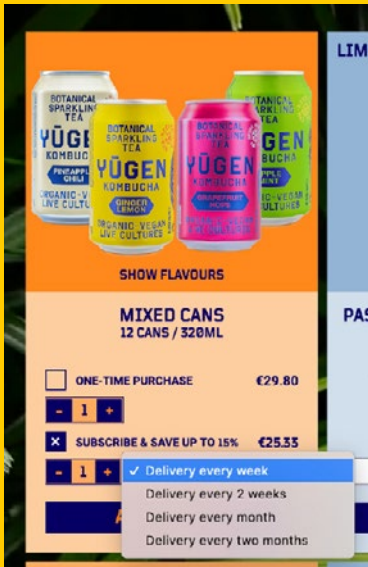
## KOMBUCHA

### 1. SUBSCRIPTION MODEL STEP BY STEP

#### 1.1. HOW TO CREATE YOUR SUBSCRIPTION

Enjoy your favourite drinks delivered to your doorstep.

‘SUBSCRIBE & SAVE’ is the most convenient way of keeping your fridge stocked with our delicious range of organic unpasteurized kombucha’s.



It is done in a few simple steps

1/ CHOOSE YOUR FAVOURITE KOMBUCHA.

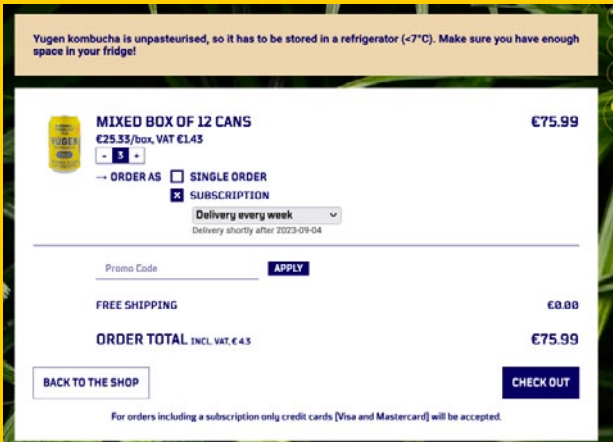
2/ DECIDE HOW OFTEN you'd like to receive them. Notice that the discount gets higher if you order more frequently.

3/ Click “Add to cart”

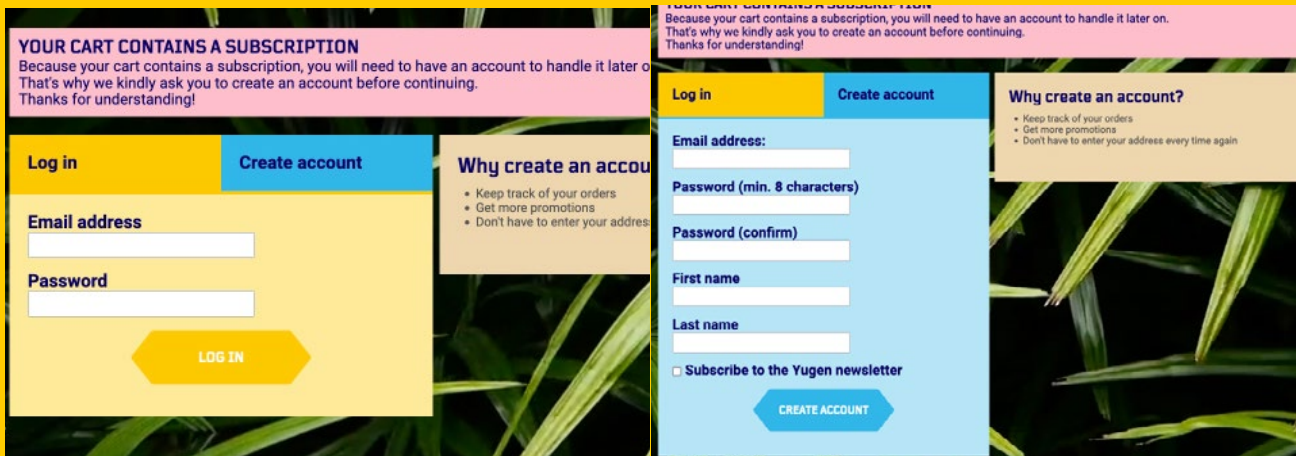


# YÜGEN KOMBUCHA

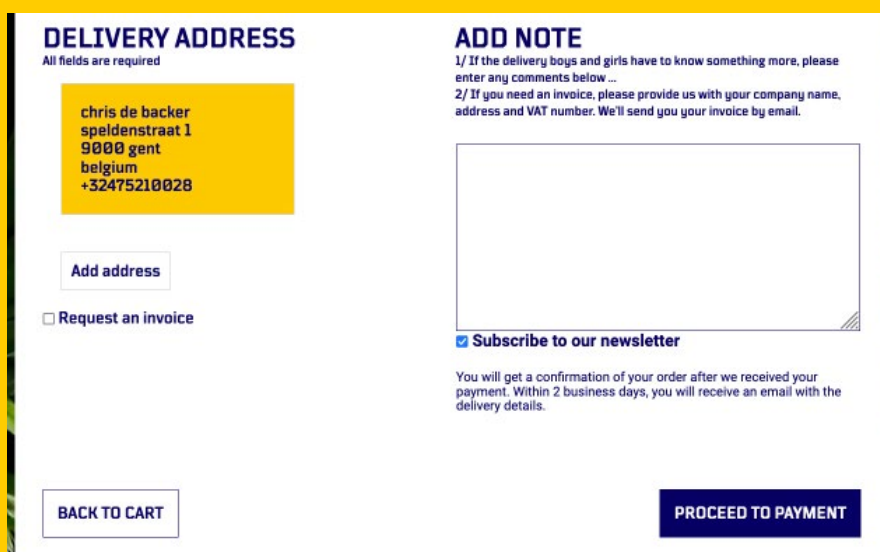
4/ This will bring you to “Your cart”



If you are not logged in yet or you don't have an account yet, you will need to do this first.



Once this is done, double check your order and if all is as desired, Click the button ‘CHECK OUT’”



# YÜGEN

## KOMBUCHA

### TIPS

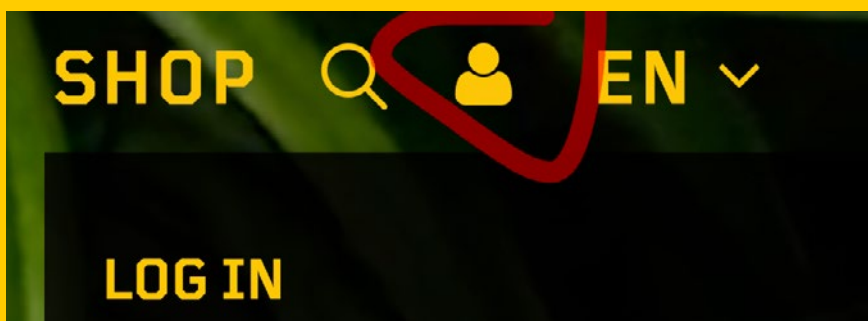
- Make sure you order above 50€ to get our free shipping service
- Subscription is only possible if you use Visa or Master card
- You find your active subscription at “your profile”

### IMPORTANT TO KNOW

- Changed your mind or going on holiday? No problem, you can pause your subscription anytime.
- Cancelling is possible at any time without questions asked.
- If “Out of stock”, we will contact you to discuss the options.

## 1.2. MY SUBSCRIPTIONS (UNDER LOGIN)

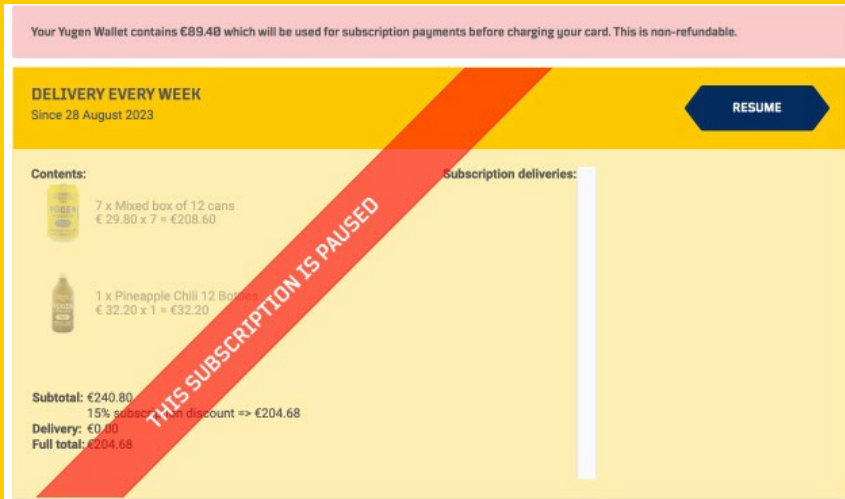
Please login to your account and click “Manage Subscriptions” to view, pause and modify your upcoming orders.



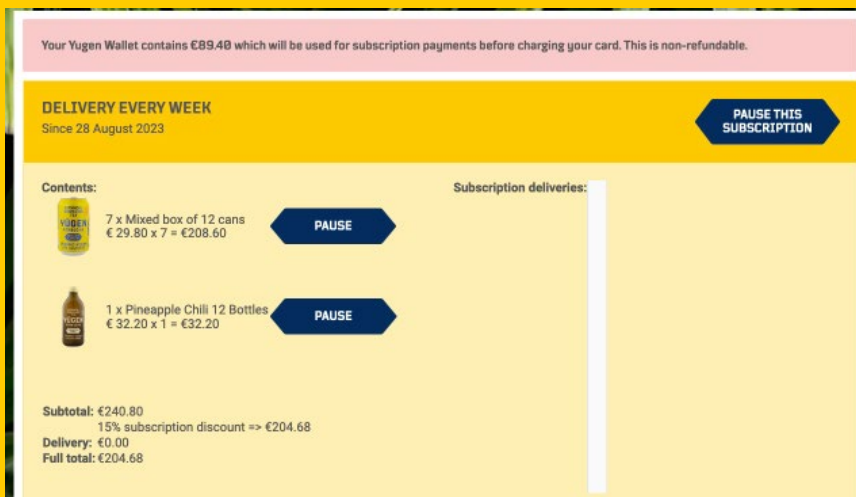
# YÜGEN KOMBUCHA

It is easy to pause your subscription.  
You can do this on two levels.

1/ By clicking the top right button “ PAUSE THE SUBSCRIPTION”. This will pause your total Yugen subscription.



2/ or partly by click the button “PAUSE” next to a flavour of kombucha.  
This will stop this specific flavour from being delivered for a period of time.



We will send an email after 3 weeks to remind you of your PAUSE.

## 2. WEBSHOP FAQ

The webshop FAQ are answered on the website in the footer.

<b>YUGEN KOMBUCHA</b> Contact Jobs B2B	<b>SHAMELESS PROMO</b> Gallery Press	<b>WEBSHOP QUESTIONS</b> Account Shipping & delivery Returns & cancellations Purchases & payments	<b>LEGAL</b> Privacy Statement Terms & conditions  <b>PAYMENT</b> 
EN   NL   FR   IT		Yugen VAT number: BE0721.820.447	

We divided the FAQ in 5 subcategories:

### ACCOUNT & LOGIN

If you have issues while creating an account or log in, then you will most likely find an answer [HERE](#).

### SHIPPING & DELIVERY

Any questions about shipping & delivery? You have our support. Click [HERE](#)

### RETURNS & CANCELLATIONS

Have you changed your mind? Did our product not meet your expectations? Find out what to do next [HERE](#).

### ONLINE PURCHASES & PAYMENTS

Do you not know how to use a discount code, or do you wonder which payment methods we accept? Then you will most likely find an answer [HERE](#).

### SUBSCRIPTIONS

What ever question you still have on subscriptions, you find the answers [HERE](#)

## 3. LOGIN

You find your login in the header under “the person icon”



There are several scenarios.

### 1. YOU AREN'T REGISTERED YET

Why would you register?

- no hassle next time to fill in all your information
- overview of all your previous orders
- to start your Yügen subscription

Click on the button “CREATE ACCOUNT”, fill in your details and click “CREATE ACCOUNT”.

### 2. YOU ARE REGISTERED AND KNOW YOUR PASSWORD.

Please login.

If you want to verify your password, click the eye to make it visible.

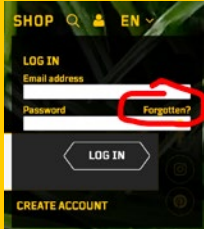


# YÜGEN KOMBUCHA

## 3. YOU ARE REGISTERED BUT YOU FORGOT YOUR PASSWORD.

Nothing to worry about, we got you covered. Let's fix it.

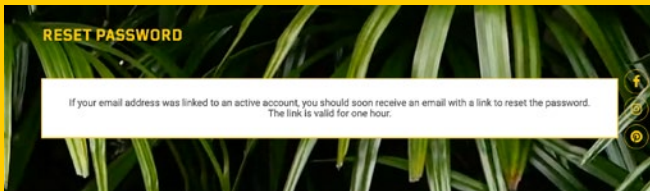
Click on the button "Forgotten?"



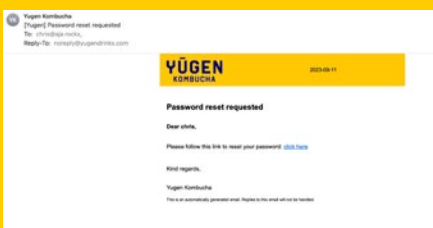
This brings you to another page where you can fill in your email address. Once you have done this, click "Reset password"



Make sure your email is correct. This is very important (if the email address is not correct, you will not receive an email for security reasons).



If the email address exists in our database, you will receive an email. If by any chance you don't find an email, make sure to check your "JUNK" folder.



Create your new password. TIP: Save it somewhere (your memory, your browser, a vault on your computer, your little black book).

Once this is done, you get a confirmation window. You are ready to login on our website.

