

How to buy

Written by Administrator
Thursday, 07 November 2013 07:44 -

How do I buy on-line?

Lesson No. 1: Create your account

If you want to buy on-line, you need to login to the site by creating “your account”. This account enables you to track your orders, be advised when your parcels will arrive, place an order quickly and save time on each of your visits, all completely safely!

You have the option of creating your account before consulting the product catalogue, or you can choose to create this account when you make a purchase.

This stage consists in entering your pertinent information, handy for use in your future orders, and indicating in particular:

- Your email address, which enables you to login during future visits to the site;
- The password, essential for managing your account;
- Your delivery address for the products ordered.
- I have never ordered ASTOR MAGIC products

Lesson No.2: Consult the product sheet

By clicking on the season, then on the collection, you will come to a descriptive sheet. You will find a photo of the collection, plus photos of the different shapes offered (product photos from the front and back and zoom shots of product details) etc.

Thanks to the tools available to you: on-line catalogues, size guides, and the art of a proper fit, you can shop to your heart’s content.

We also give you care advice, information on materials and specific details on each of the items offered.

Lesson No.3: Ordering the item

In one click on “Add to my Shopping Bag”, the item is placed in your Shopping Bag. This contains the items you wish to buy. You can access your Shopping Bag at any time (by clicking

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on the "Shopping Bag" button on the right) and modify the contents by adding or deleting an item.

Lesson No.4: Validating your order

Display your basket and click on "validate ... ". If you have not yet created your ASTOR MAGIC account, please register by entering your names, email address, billing and delivery addresses. Then choose a delivery method and check the cost. You can then choose your payment method.

Payment can only be made by credit card. Indicate which card you hold and validate this. You will then be redirected to a secured site where you can enter your card information: the 16-digit number, the expiry date and the last 3 figures of the security number.

Lesson No. 5: Receive confirmation of your order

A few minutes after the order has been validated, you will be sent a confirmation email summarizing the order. However, delivery may be delayed, pending a request for proof of your identity, which will be provided to our insurer.

Lesson No. 6: Wait for your parcel to be prepared

From receipt and validation of your order payment, we will send the items and the invoice. The delivery period will be the usual postal timescales.

If the product is available, it is immediately prepared for shipping, in the warehouse where all our products are stored.

Lesson No. 7: Track the shipment

A tracking number and a link to a site section will be sent to you by email, thus allowing you to know where your parcel is.

Lesson No. 8: Receive your order

Delivery is made to your home in usual Post Office working hours. If you are away from home, the parcel is kept available for you at your local Post Office for 30 days. After this time, the parcel will be returned to us and we will proceed to refund your payment.

You are now able to order your AUBADE products simply, quickly and safely!
If you have any further questions, please write to us using the "contact" form