



IndAXonline's eStore '**IndAXonline-Kartmagic**' is feature rich, with intuitive and inbuilt capabilities for catalog management, customer management, offers & coupons, simple checkout process, multiple payment options, custom & restricted shipping settings, powerful search engine, lead generation, inquiry processing, instant notifications, integration with social media, SEO, OG tags and much more.

**Q: WHAT DOES INDAXONLINE-KARTMAGIC DO?**

*IndAXonline-Kartmagic* jointly powered by IndAXonline and Kartmagic is a complete ecommerce solution that enables you to set up an online store to sell your goods. It lets you manage your products, categories, customize your store, accept credit/debit card payments (Online Bank Transfer & PDC option is also there) track orders, dispatch orders etc.

**Q: SHOULD I BE A DESIGNER TO CHANGE MY STORE DESIGN?**

Of course not! *IndAXonline-Kartmagic* comes preloaded with lots of beautifully designed templates/themes that you can apply to your online shop. IndAXonline-Kartmagic keeps adding new designs so that your store always looks and feels fresh. *IndAXonline-Kartmagic's* user interface is very easy to use.

**Q: WHO WILL UPLOAD MY PRODUCTS FREQUENTLY?**

Uploading product is extremely simple with *IndAXonline-Kartmagic*. You can upload products on your store with graphical interface that is very easy to use. *IndAXonline-Kartmagic* is also provide the feature for bulk upload. You can directly upload your excel sheet (In CSV format) that contains products details in *IndAXonline-Kartmagic* suggested format.

**Q: WHAT KIND OF PRODUCTS CAN I SELL ON MY ONLINE STORE?**

You can sell anything that can be sold legally online. For example Industry Automation Component (PLC, VFD & Servo parts), Electrical Accessories, Instruments and any other industrial components, etc. *IndAXonline-Kartmagic* will help you establish your presence online and make your products easily accessible to a much wider industrial market.

**Q: WHAT SHOULD I DO NEXT WHEN I GET AN ORDER REQUEST?**

Once you get a new order notification through email or sms, you would log into your *IndAXonline-Kartmagic* account and check your order details. Then you would need to package the order & ship it to the provided shipping address, then mark the order as shipped.

**Q: HOW WOULD MY INDAXONLINE-KARTMAGIC STORE BE DIFFERENT FROM MARKETPLACES AND WHAT VALUE ADDITION WILL IT BRING?**

A regular webstore is way different from an ecommerce store. Your own *IndAXonline-Kartmagic* store will help you establish your own brand identity and loyalty amongst customers.

**Q: CAN INDAXONLINE-KARTMAGIC PROVIDE SEO FOR MY STORE?**

*IndAXonline-Kartmagic* provides you a complete

E-commerce solution to extend your presence online. *IndAXonline-Kartmagic* can provide complete digital marketing solutions for your store such as SEO, Social media marketing, PPC (Pay Per Click) etc.

**Q: WHAT METHODS OF PAYMENTS CAN MY CUSTOMERS USE?**

You can use different type of payment methods such as credit/debit card payments, internet banking, Advance, Cheque /DD on delivery and other Credits etc. *IndAXonline-Kartmagic* is integrated with many payment gateway providers (Payu, Payu money, EBS, Paytm, Atom, Citrus, Razorpay, Paypal, authorize.net, 2checkout etc) & more are being added all the time.

**Q: WHAT IS A PAYMENT GATEWAY?**

A payment gateway is an E-commerce application provider service that authorizes credit card payments for e-business, online retail, bricks & clicks etc. A payment gateway facilitates the transfer of information between a payment portal and the acquiring bank.

**Q: I WOULD ALSO LIKE TO INCLUDE OFFLINE PAYMENT METHODS. IS THAT POSSIBLE?**

Yes it is possible. You can offer Cash/Cheque/DD On Delivery as offline payment option to your customers.

**Q: HOW MUCH DOES INDAXONLINE-KARTMAGIC COST?**

Get your business online with our 30 day trial. After your trial has expired, we have separate pricing plans so that you can choose a plan that suits your requirements the best.

**Q: HOW CAN I PAY?**

You can pay by cheque for your online store. Online transfers and cash deposits are also acceptable.

**Q: HOW WILL I GET BILLED?**

Your e-commerce website is invoiced annually. We will send you an email notification when your account is due for renewal.

**Q: I OWN A SHOP WHICH SELLS VARIOUS RANGE OF PRODUCTS SPECIFIC TO DIFFERENT INDUSTRIES. WILL MY INDAXONLINE-KARTMAGIC STORE BE ABLE TO FEATURE ALL MY PRODUCTS ?**

*IndAXonline-Kartmagic* is designed for people who want to sell a wide range of products. You can create unlimited main categories and unlimited sub-category under each main category.

**Q: CAN I SELL MY PRODUCT IN OTHER COUNTRY?**

Of course It is possible. Since your estore is visible on internet to entire global market. You will have better chance to attract customers from other countries. However, you need to take care of other legal formalities of exporting goods as per India Export Business Laws

**Q: IS IT POSSIBLE TO INCLUDE PICTURES OF MY PRODUCT ON MY INDAXONLINE-KARTMAGIC STORE?**

You can upload as many as 5 images per product, for all your products. Visitors to your store will also get to see the zoomed-in image when they hover their cursor over the thumbnail image of the product.

**Q: HOW LONG MY PRODUCTS WILL TAKE TO APPEAR ON MY ONLINE STORE ONCE I HAVE UPDATED MY STORE?**

The addition and changes will be visible on your store as soon as you click on the update button. You are in complete control of your store as you can make changes, additions, deletions as per your requirements.

**Q: WHAT IF I WANT TO STOP SELLING A PARTICULAR PRODUCT ON MY STORE?**

If you want to disable a particular product on your store all you need to do is find that product on your dashboard and click on disable icon.

**Q: WHAT IF I WANT TO TEMPORARILY STOP SELLING A PRODUCT AND THEN AGAIN START SELLING IT LATER?**

*IndAXonline-Kartmagic* has included a disable option on your product catalog. You can disable any product you want if you face supply issues. Likewise, product can be enabled whenever you get the new stock.

**Q: CAN I USE MY OWN DOMAIN ON INDAXONLINE-KARTMAGIC?**

Yes, you can buy a domain from a domain provider and use it on your *IndAXonline-Kartmagic* store. We can assist you to buy domain name. *IndAXonline-Kartmagic* offers free domain name to our premium customers.

**Q: CAN INDAXONLINE-KARTMAGIC HELP ME BOOK A DOMAIN NAME?**

*IndAXonline-Kartmagic* will surely help you book a domain name.

**Q: I HAVE MANY PRODUCTS ON MY STORE. WILL IT BE EASY FOR THE CUSTOMERS TO FIND WHAT THEY ARE LOOKING FOR?**

*IndAXonline-Kartmagic* provides high level of customization. You can create as many categories as you want on your store so that your visitors get

to see only those products that they are looking for. IndAXonline-Kartmagic also includes a search bar on your store for easy navigation of products.

**Q: CAN INDAXONLINE-KARTMAGIC HELP ME WITH LOGISTICS FOR SHIPPING OF MY PRODUCTS?**

We will help you in your all logistics needs.

**Q: CAN INDAXONLINE-KARTMAGIC HELP ME TO INTEGRATE MY ESTORE TO OTHER ECOMMERCE MARKETPLACE?**

Yes we do. We can integrate your estore to IndAXonline.com which is an Open Marketplace of product & services of Industry Automation, Control & Electrical Systems. IndAXonline is having India's largest inventory of such items may help you to receive customers from its portal.

**Q: MY CUSTOMERS SHOULD RECEIVE A NOTIFICATION VIA EMAIL OR SMS WHEN THEY PLACE AN ORDER. THEY SHOULD ALSO RECEIVE A MESSAGE WHEN THE ORDER IS DISPATCHED FROM THE STORE? IS THAT POSSIBLE?**

IndAXonline-Kartmagic makes sure that your customer gets notified about all the activities related to his product. He will get notifications via email and sms about the registration of order, delivery of order, dispatch of order etc. Customer will be notified about all sorts of activities related to his order.

**Q: WILL INDAXONLINE-KARTMAGIC CHARGE ME ANY TRANSACTION FEE WHEN I ACCEPT PAYMENTS?**

Currently IndAXonline-Kartmagic does not charge you anything other than your subscription fee.

**Q: HOW MUCH TRANSACTION COMMISSION WILL BE CHARGED BY PAYMENT GATEWAY?**

We have integrations with many different payment gateway providers (EBS, Razorpay, Paytm, Atom, Citrus, PayU, PayU Money, Paypal, 2Checkout etc). There charges vary from 2-3 % on TDR Basis.

**Q: IS MY DATA SECURED WITH INDAXONLINE-KARTMAGIC?**

IndAXonline-Kartmagic uses a state of the art infrastructure that is 100% secure. Our platform offers strict encryption and data security measures which keeps your data safe and secure.

**Q: DOES INDAXONLINE-KARTMAGIC PROVIDE SOCIAL MEDIA INTEGRATION ?**

You can link your store with Facebook, Twitter, Google, LinkedIn etc. Every product page has share buttons for Facebook, Twitter, Pinterest and Google+.

**Q: ARE COUPONS AND DISCOUNTS SUPPORTED?**

IndAXonline-Kartmagic gives you a facility to create all type of coupons and offers.

**Q: IS THERE A INDAXONLINE-KARTMAGIC MOBILE APP?**

Yes, you can download it from Google play store. We are also providing custom mobile app for our merchant. Although all of our themes are built on responsive web design and mobile friendly.

**Q: HOW ARE RETURNS HANDLED?**

Return is a vendor specific policy. Every vendor has his own refund policy.

**Q: WHAT ABOUT SHIPPING AND TAXES?**

You can configure tax from your IndAXonline-Kartmagic dashboard. You can also tell type tax. For shipping we will help you in your all shipping need.

**Q: ARE INDAXONLINE-KARTMAGIC THEMES MOBILE FRIENDLY?**

Yes, All of our themes are built on responsive web design and mobile friendly.

**Q: WILL MY WEBSITE BE STATIC OR DYNAMIC?**

Your website on IndAXonline-Kartmagic will be dynamic.

**Q: IS THERE ANY LIMIT TO THE NO. OF PAGES?**

There is no limit. The no of pages can vary depending upon the no of products on your store.

EXTEND THE LIFE OF YOUR AUTOMATION  
ASSETS. GET IN TOUCH!

-  +91-99111 04090
-  info@indaxonline.com
-  indaxonline
-  Indax-Online
-  indaxonline.com