

# Frequently Asked Questions

## Getting Started

### What is S-Mart?

S-Mart is Sterlite's web based online customer ordering and self-service portal that can be used as an end-to-end shopping cart experience. S-Mart enables a smarter means for you to purchase products and manage your inventories.

### What is CC Avenue?

CCAvenue is a commerce service provider, authorized as a master merchant, by Indian financial institutions, to appoint sub merchants, to accept and validate internet payments via credit card, and net banking facilities from the sub merchant's customers in real-time.

### How do I start buying on S-Mart?

There are 4 easy steps to buying on S-Mart

1. Get registered
2. Browse through our product database
3. Understand the product terms and security policies
4. Start buying

## Using your S-Mart account

### Registration & Signing in

#### How do I register myself on S-Mart?

Registering yourself on S-Mart is a simple process of providing the following details: We ask for your contact and personal information, your preferred user id, password and secret question and your acceptance to user policies and terms. Please note: In fields marked (\*) information needs to be compulsorily filled in for the details to be processed

#### Creating user ID's?

A user ID is a unique name you use to identify yourself on S-Mart. Your user ID is displayed when you purchase products on S-Mart. Be assured other members can't see your real name and other personal information while you are logged in. You sign in to S-Mart with your user ID, so choose an ID that you like and will remember. We recommend you not include your real name or other personal information in your user ID. Valid user IDs must be at least six characters in length and can contain the following elements:

Lowercase letters (a-z)

Numbers (0-9)

Hyphens (-)

Underscores ( \_ )

#### How do I log into my account?

You can easily login to your S-Mart account by entering your user ID and password in the relevant fields asked. You can even tick on 'Remember me next time' tab for the system to remember the details the next time you login. Please note: Be extra careful while using a public or shared computer to uncheck the 'Remember me next time' checkbox to avoid unauthorized access to your details.

## Account Management

### I forgot my password?

If you ever forget your password while logging in, the system will prompt you to enter your user ID and once it is entered you will be prompted to reset the password by entering a new one.

### How secure is my account?

For security purposes, your password is automatically encrypted when you sign in, using Extended Validation Secure Sockets Layer (**EV SSL**) technology. If you have upgraded to a browser with the latest anti-phishing

capabilities, look for a green Web address bar for verification that you are on a secure page before entering sensitive information.

## Using the S- Mart Cart

### What is S-Mart Shopping cart?

The S-Mart shopping cart is virtual shopping software enabling you to purchase multiple items with a single payment, browse your entire selection, and view a consolidated list of all their items before purchasing. Upon checkout, the software typically calculates a total for the order, including shipping and handling (i.e. postage and packing) charges and the associated taxes, as applicable.

### How do I use the S-Mart cart?

Please visit [www.sterlitetechnologies.com/smart.aspx](http://www.sterlitetechnologies.com/smart.aspx) to take an demo tour of how to transact on S-Mart.

## Payment

### How do I pay for my purchase?

S-Mart gives you a wide variety of payment options, which includes payment by credit card, debit card and Internet banking, from a variety of financial institutions.

### How secure is the payment gateway?

S-Mart makes use of CCAvenue payment gateway for processing of online transactions using 128 bit encryption security measures, which is renowned and globally used for secure processing of online transactions.

## Product Pricing

The prices for Sterlite's products listed on S-Mart are all inclusive (ie: Product cost, freight charges & taxes as applicable).

## Shipping and Delivery

We currently ship the goods purchased ONLY within India. We would commence global shipments within a few months. With the help of reputed logistics partners, we endeavor to deliver your purchased products within three working days from the confirmed receipt of payment in full.

## Feedback

If you are faced with any queries about our product suite, services offered, quality issues do communicate to us on [communications@sterlite.com](mailto:communications@sterlite.com)

## Privacy Policy

We are committed to protecting the privacy and confidentiality of all 'Personal Information' that you may share with us as a user of our 'S-Mart service'. In furtherance thereof, we have this policy to demonstrate our good faith. You may be required to give your name, email address, mobile number and company name as 'Personal Information'. The 'Personal Information' is used to fulfill your requests for certain information you need, and for us to update you about the information required. This policy does not apply to the practices of organizations that we do not own or to people that we do not employ or manage. We give you the ability to unsubscribe from our services and preferences at any time, including whether you want us to contact you about new services. To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections. You acknowledge that you are disclosing 'Personal Information' voluntarily. Prior to the completion of any registration process on our website or prior to availing of any services offered on our website if you wish not to disclose any 'Personal Information' you may refrain from doing so; however if you don't provide information that is requested it is possible that the registration process would be incomplete and/or you would not be able to avail our services. If you are our corporate customer, it is possible that we have entered into a contract with you for non-disclosure of confidential information. This policy shall not affect such a contract in any manner.