

eCommerce System – Silver Package

Frequently Asked Questions

Q: What do I need to Start Selling Online?

A: Domain Name (www.yourstore.com), Email Account, eCommerce System (Online Store Software), Bank Account, Merchant Account (i.e. PayPal), Products to Sell and some spare time.

Q: I don't have a domain name, what should I do?

A: Our eCommerce system comes with One Free Domain Name (subject to availability).

Q: I already have a domain name, can I use this domain?

A: Yes. The domain name can be easily re-directed to our servers Free of Charge. We will be happy to assist you or we can arrange re-direction for you.

Q: What is Merchant Account?

A: A merchant account is a type of bank account that allows businesses to accept payments by debit or credit cards. A merchant account also serves as an agreement between a retailer, a merchant bank and payment processor for the settlement of credit card and/or debit card transactions.

Q: I have a Bank Account but I don't have Merchant Account, How Can I get one?

A: Any High Street Bank will assist you to open a Merchant Account or you can sign-up for PayPal Account that comes with Merchant Account and Payment Processor. We will be happy to assist you if you need PayPal Account. Our system is pre-integrated with PayPal. *(Please read Buyer's Guide for more details).*

Q: Do I need Specialist or Dedicated Hosting?

A: No, it is a hosted system comes with High Performance Dedicated Hosting.

Q: I already have my own hosting account, can this system be installed there?

A: Our eCommerce System is configured to run on our servers, custom configuration and hosting can be arranged, please contact us for further details.

Q: How long will it take for my store to be active?

A: As soon as we receive your order and payment, we will contact you to request details and your design requirements. The store normally takes 24-72 hours before being fully accessible and functional. Stores with custom design may take more time.

Q: How will I list Products on my store and Manage Orders?

A: Our System comes with Password Protected back-office system facilitates you to manage your online store with ease. You will be able to list products and process orders without the knowledge of HTML or Programming. *(Please read Buyer's Guide for more details).*

Q: Do you provide store management services?

A: Yes, we can provide quotations for listing, editing products, pictures, images, store designs and logos etc., if required. Please contact us for further details.

Q: How do I accept payments?

A: Your online store can accept debit / credit card payments via PayPal.

Q: Does urbanshops charge a fee per sale?

A: NO! There is NO extra charge per transaction and NO hidden charges. All you have to pay is the monthly fee plus the one-time setup fee. urbanshops does not charge extra per transaction as most of our competitors do. Buyer pays directly to your chosen payment provider, such as PayPal, SagePay* or WorldPay*.

Q: Are my customer's payment details kept secure?

A: Yes, all payments are handled by secure payment providers such as PayPal. No card details are ever recorded on the system. Your customers can shop securely with peace of mind.

Q: Does the store come with a Header Image as shown in your demo sites?

A: Yes, One Header Image is included with the store, Free of Charge.

Q: Can you make modifications to the store in the future, if required?

A: Yes, we can provide quotations for modifications, designs and logos etc., if required.

Q: What kind of support do you offer?

A: We provide ongoing email and/or telephone support for the life of your hosting.

Q: What is Search Engine Optimisation (SEO)?

A: People use Search Engines such as Google, Yahoo to find products online. Our eCommerce system is search engine optimized and provides built-in search engine optimization options for individual pages and products.

Q: What happens after the FREE Hosting period?

A: After the initial hosting period, you will be billed based on the type of store and hosting configuration you have.

Q: How long is my commitment?

A: You're not committed to staying with urbanshops for any length of time, however the setup fee you pay to setup and design your store is non-refundable once your store has been built on our servers. If you wish to cancel your account you simply need to let us know by email and we will give you further instructions.

Please do not hesitate to contact us if you have any other questions..

Please visit our website: <http://www.urbanshops.co.uk> for more information and to download [Specification Sheet](#), [Buyer's Guide](#) and [User Manual](#).

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