

FAQ USERS

• How to Register?

- Go to login.
- Click create an account.
- The register form will appear.
- Click on continue button
- Your account will be created.
- Once you have registered
you can sign in using your E-mail id and password.

• I forgot my password!

- Don't worry,
- Go to the login page.
- Click on the forgot password link
- Enter your e-mail ID.
- Click on the continue button.
- A new reset token sent to your registered email.
- You can use that token.
- Enter that token & new password to reset password page

Where can I use Cheerzclub?

You can use Cheerzclub at various catering establishments, download the app and see where Cheerzclub is available in your area!

How do I place an order?

You can easily place an order in the Cheerzclub app or online at [Cheerzclub.com](https://cheerzclub.com). Search and select a catering establishment where you want to place an order, place these items in your shopping cart, enter all the details and a personal message and pay when you're ready.

How to pay for my order?

- Place your order
- Fill in whom to surprise information and remaining fields.
- Scroll down
- Click on pay button, pay for the order

I just placed an order, what happens now?

The recipient of your order will soon receive a text message. This includes a secret code they can show to the waiter in the selected bar/restaurant. After the QR code has been scanned, your order will be processed and delivered. He will now receive the second personal message text, video and/or just a photo

Was my order successful?

- If your order is successful,
- you should within the 10 minutes receive a payment notification and invoice by the email.

I'm trying to place an order online, but something went wrong! What do I do now?

So sorry. We are happy to help! Please contact customer service or send an email to info@cheerzclub.com

How can I cancel my order?

- You can cancel your order before it has been processed by the restaurant.
- We'll refund the full amount you've paid for such a cancellation.
- Here's how to cancel your order.
- Login to your account your order.
- Select the appropriate order from 'MY ORDERS'
- Click on 'cancel order'

We'll refund the entire amount excluding transaction costs 1,25 euro excl vat

Suppose my order is not accepted by the recipient, what happens then?

The credit remains valid until the recipient cashes in or you can use the code yourself. If you do, the recipient can no longer use this code!

Where can I find my payment?

- Under navigation tab, go to my dashboard and view history MY ORDERS
- Choose invoice from the my order list
- You see the order details it's also possible to print or mail invoice.

Message history

- Go to MY GREETINGS

- Here you can view the message history

Can I remove Item in my cart?

- Yes,
- Click on cart icon.
- You will be able to see all products in your cart.
- Click on the remove icon next to the item remove from your cart.