

Shopping at bershka.com is very easy and so much fun

1. **Select Bershka, Men, or BSK departments and the product type you wish to buy (coats, dresses, shirts, etc.)**
2. **You can view all the products you're interested in. If you're looking for a specific item, you can use filters to narrow your search:**
  - **Colour**
  - **Size**
  - **Price**
  - **Featured products**

Or if you want, you can use the search box located in the top left section of the screen.

3. **Have you found what you're looking for?**

Click on a product image to find out about all its specifications, such as fabric details, care instructions, reference number, price and available colours and sizes. Select the product you want and add it to your basket. You may then choose to go back to the store and continue shopping, or check out and pay.

4. **Are you sure you have everything you need in your basket?**

If so, click on Checkout and Register.

You have reached the final page of the payment process, and you must now make a choice.

You can send your order to a Bershka physical store, to your chosen work or home address, or to one of our delivery points.

You can pay with the following cards: Visa, MasterCard, or American Express. You can also pay by cash on receipt of the purchases at your home address or at the delivery point.

Finally, you can use Bershka's Online Gift Card to pay for your purchases.

Confirm the purchase and you will receive an email confirmation.

You can track your order status in real time in the "My Account" section, but we will also send you an email every time your order status changes.

5. **What can I buy from BERSHKA.COM?**

The same as in our stores, on our website you can find products from our three departments: Bershka and Men: Here you can find the latest fashion and the most daring styles, with a wide selection of denim products, partywear, and many more casual styles, always in line with the latest trends in men's and women's fashion. BSK: This is the latest addition to our brand, inspired by fun, music, celebrities, cartoon characters and much more.

In addition to clothing, in our other departments you can find accessories and shoes to complement every style. Besides shopping, you can have fun and take part in the Bershka Community through our activities, our music... And our entire world!

6. **Do I have to register to purchase a product?**

**No. You may wish to register so you can use the “My Account” section, which among other things, allows you to track the status of your orders and invoices (which have the same delivery option) in real time. Once registered, there is no need to fill in your personal details every time you place an order. Alternatively, you can use the “Guest Checkout” option to make your online purchase.**

**7. I've forgotten my password, how do I recover it?**

**You can recover your password in the “My Account” or “Registration” sections, where you can find an option to request an email to reset a new password.**

**8. Once I have registered, how do I change my personal information?**

**You can change your personal information by going into “Personal Data” in the “My Account” section.**

**9. Which browsers can I use to view BERSHKA's website?**

**Bershka's website is compatible with Microsoft Internet Explorer 9, Safari 5, Google Chrome, Mozilla Firefox 3.5, and any newer versions.**

**You can download the latest versions of each browser using the following links:**

- - Microsoft Internet Explorer
- - Mozilla Firefox
- - Google Chrome
- - Safari

**10. Which screen resolution do you recommend?**

**A minimum screen resolution of 1024 x 768**

**11. Are online transactions on the BERSHKA website secure?**

**Yes. You can shop securely knowing that we work hard to provide the necessary resources to ensure the security of your purchases and your personal data.**