

## **Going shopping on bershka.com is very easy and fun**

Choose the section you would like to visit: Bershka or Men's and the type of piece of clothing you want to buy  
(coats, dresses, shirts, etc.)

## **You can see all the pieces you want. If you're looking for something, you can use filters to determine what you're looking for:**

Color

Size

Price

Distinctive Category

Or, if you like, use the search box at the top on the left side of the screen.

## **Have you found your order?**

You can click on the image of the piece to see all its properties, including the material, care guidelines, reference number, price, colors and available sizes. Choose the piece you want and add it to your basket. You can then choose to return to the home page to continue shopping or paying.

## **Are you Sure you put everything you want in your basket?**

Please click Checkout and log in.

You have reached the last page of the payment process where you must now decide on the address of receipt and method of payment.

Your order can be sent to one of our Bershka physical stores, to your business or home address or to one of your delivery points.

You can pay by Visa or MasterCard or MADA card. You can also pay in cash when delivering purchases to home or point of delivery.

Done!

Please click on "Process Completion" and you will receive a confirmation email.

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

## **What can I buy in BERSHKA.COM?**

Like in our store. On the site you will find clothing from our three departments: Bershka and the Men's Section and here you will find the latest and boldest fashion options with a variety of

denim, party luke, and many other casual costumes, and they always follow the latest trends in men's and women's fashion, section III, our latest brand lines inspired by fun, music and celebrities, animation characters, etc.

Other than clothes, in our other departments you will find accessories and shoes suitable for each model. Besides shopping, you can participate in Bershka community and enjoy our events and music... And our whole world!

### **Should I register to make a purchase?**

No, the registration client enables you to access My Account where you can track your orders and invoices (which have the same receipt validity) in real time. You will not have to fill in your details at each customer's purchase, in addition to other registration benefits. Or you can make purchases online using the "Shopping as a Guest" option.

### **If I forget my password, how can I get it back?**

You can retrieve it in My Account Y or in the "Register" section, where you can request an email to reset the password.

### **After registration, how can I change my data?**

You can go to the My Personal Information section of My Account to modify your information.

### **What browser can I use to see BERSHKA's website clearly?**

From the development of the Bershka website to fit with:

- Mozilla Firefox 3.5
- Microsoft Internet Explorer 9
- ♣ Any subsequent versions of Safari 5 and Google Chrome 6

You can install the latest versions of each browser on the following links:

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

**What screen clarity do we recommend?**

At least 1024x768.

**Are purchases from BERSHKA online safe?**

Yes. You can shop with complete confidence. We make every effort to provide everything necessary to ensure the security of your purchases and information.