

### Welcome to our new site / e-shop livardas.gr

In order to place an order or view product prices and availability, you need to **Log in**. Enter the email you have given us and click on **"Forgot your password?"**. Then you will receive an email that asks you to confirm that you are changing your password. Just confirm and receive a new mail with your new password, which is secret and available only to you.

Contact			ARDAS Fashion & Values 5 Network downld		Welcome guest Login My W				
HOME	CATEGORIES	BRANDS	SPECIAL OFFERS	STOCK	MARKETING 700LS				
LOG IN									
ALREADY REGIST	ERED?								
Email address									
info@livardas.gr	*								
Password     LOG IN Forget	t your password?								

Image 1: Entering e-shop

You can also change the password by visiting "My account  $\rightarrow$  Your personal information" section.

	HOME	CATEGORIES	BRANDS	SPECIAL OFFERS	STOCK	MARKETING TOOLS			
You	Your personal information								
	YOUR PERSONAL I	NFORMATION							
~	Please be sure to upo *Required field	late your personal infor	mation if it has ch	nanged.					
$\sim$	Current Password *								
$\sim$	New Password								
$\sim$	Confirmation								
~	SAVE								
	[Insert customer data	a privacy clause here, i	f applicable]						
•									
	Back to your acc	count							
•			аррисариеј						

Image 2: Changing your password



The products are classified basically in the **BRANDS** section, based on their branding. Additionally, they are classified in the **CATEGORIES** section, according to the commercial category they belong to. In section **SPECIAL OFFERS** you can find all the products that they have a **net price**, and in the **STOCK** section the ones that cannot be found in our catalogues.



Image 3: Surfing in menu / categories

Γίνεται αναβάθμιση του e-sl Αρχική Προφίλ Χάρτης					DAS		regent	Λίστα Επιθυμιών(Wishlist) ορίσατε TEST WEB Έξοδος ΚΑΛΑΘΙ: (άδειο) ματι Fit Λευκό - 00553
Home → Μάρκες ΜΑΡΚΕΣ		ΑΡΧΙΚΗ ΜΑΡΚΕΣ Υπάρχουν 666 προϊόντα.	ΚΑΤΗΓΟΡΙΕΣ	ΜΑΡΚΕΣ	ΕΙΔΙΚΕΣ ΠΡΟΣΦΟΡΕΣ	OUTL IT	Μάρκες > Sol's Reg Μάρκες > Sol's Reg	yent Kid's - 11970 jent - 11380 jent Fit hid's - 01183 jent Fit kid's Λευκό - 01183 jent Kid's Λευκό - 01183 jent Kid's Λευκό - 11970 jent 3XL Λευκό - 11380
Sol's Collection Livardas Collection Pf Concept Tom	~ ~	пардал вое проточи.	GAMAX	P		TOM	Μάρκες > Sol's Reg	
Vaxema Gamax Atlantis		gamax P						
		, ₹øĽ'£		E	BRANDS	maxema	GAMAX	ATLANTIS

Image 4: Product overview based on product description (suggested for submitting an order)



The fastest and recommended way of ordering a product is through the **SEARCH** field, typing the code and/or the product description, pressing **ENTER** and then selecting the product you want from the results. Do not forget that the products are based on their differences in price, for example for the same product there is a unique code for white color, another one for the rest colors and another for big sizes in white and another for big sizes in the rest colors, if available. For example, if you 're searching for **REGENT**, you can write it in the SEARCH field, then press Enter without a specific option and it will show a list with all the Regent product codes – 15 results, as shown below.

				GENT Products
HOME	CATEGORIES	BRANDS SPECIAL OFFERS	STOCK MARKETING TOOLS	5
EARCH "REGENT"				
15 results have be	een found.			
				Sort by -
700		Jolif	PC7	
SOL'S REGENT 119 Avail Kids' round o 1,33 V Add to	070 able collar T-shirt 3€	SOL'S REGENT FIT WHITE - 00553 Available Men's round coller close fitting T-shirt 1,98 € ♥ Add to Wishlist	SOL'S REGENT KIDS - 11970 Available Kids round collar T-shirt 1,69 € ♥ Add to Wishlist	SOL'S REGENT FIT - 00553 Available Ment's round colar close fitting T-shirit 2,49 € Add to Wishlist
	167	IN T	Jacobia Para Para Para Para Para Para Para Pa	жт
OL'S REGENT F Avait Kids round c 2,09 V Add tr	able ollar T-shirt 9€	SOL'S REGENT FIT KIDS WHITE - 01183 Available Kids round collar T-shirt 1,59 € ♥ Add to Wishlist	SOL'S REGENT WOMEN - 01825 Available Women's round-neck T-shirt 1,85 € ♥ Add to Wishlist	SOL'S REGENT WOMEN WHITE - 01825 Available Women's round-neck T-shirt 1,50 € Add to Wishlist

## Image 5: Results based on the products search (eg Regent)

Keep in mind that all color codes are only referenced by the product's description without the coloring, eg **"Sol's Regent kid's"**, in contrast to its white counterpart, which is referred to as **"Sol's Regent kid's white".** So, by choosing the code that you are interested in, you proceed to the basics of the genre.

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## Image 6: Product info

Image 6 summarizes all available information about the product.

At the end of the page, you can find the table (image 6) where you can fill in the quantity you wish to order. Indicatively, we report that the table gives information about:

- Available color-size combinations
- Wholesale prices
- Availability of the above combinations in our warehouse (updated every 10 min.)
- Colored cells regarding availability
  - $\circ$  available item  $\rightarrow$  cell in white color
  - **not available item**  $\rightarrow$  cell in red color
- Colored cells regarding product features
  - **product in offer**  $\rightarrow$  cell in green color
  - product on demand  $\rightarrow$  cell in yellow color
- Expected quantity with date of receipt of orders given from our suppliers
- Suppliers' availability (only for SOL'S & ATLANTIS)





	Available N	ot availat	ole 🗾 Pr	oduct of	fer <mark>P</mark>	roduct o	n demar	nd
		XXS	XS	S	М	L	XL	XXL
	APPLE GREEN-280	1,85€	1,85€	1,85€	1,85€	1,85€	1,85€	1,85€
-	AQUA-321	1,85€	1,85€	1,85€	1,85€	1,85€	1,85€	1,85€
	ARMY-269	1,85 € <b>no stock</b>		ty avail upplier ending: > 16/05/	availabi 100	) lity: 149	9 €	1,85€
8	A SH-300	1,85€	1,85€	1,85€	1,85€	1,85€	1,85€	1,85€
	ATOLL BLUE-225	1,85€	1,85€	1,85€	1,85€	1,85€	1,85€	1,85€
	BOTTLE GREEN-264		1,85€	1,85€	1,85€	1,85€	1,85€	1,85€



After entering the quantity you are interested in, press the **"ADD TO CART"** button and the product is in your cart. At this point you can either checkout or continue your purchases. When there are many products in the cart, it is inconceivable that the latest products are not visible. Please confirm the items you have entered, by clicking on "Your cart", where you see the following picture (Figure 9).

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Image 7a: Add the quantity you want in your cart



Image 7b: Product addition confirmation

	🔚 Welcome ΛΙΒΑΡΔΑΣ ΑΕ L	og out My Wishlist	
		CART 7 Products	
	Search entire store here	View my s	hopping cart
-	SOL'S SUNNY - 88110 6,25 € 5x BLACK-312, ONE SIZE SOL'S SUMMER II - 11342	×	
	9,96 € 2x APPLE GREEN-280, S	$(\mathbf{x})$	
Total		16,21€	
	Prices do	not include tax.	
	CHECK OUT		

Image 7c: Shopping cart preview



HOME	CATEGORIES	BRANDS	SPECIAL OFFERS	stock	MARKE	TING T	DOLS		
SHOPPING-CART SUMMARY									
	SOL'S SUMMER II		GREEN-280, AVAILA	BLE SIZES : L					
Your shopping car	t contains: 7 products								
PRODUCT	DESCRIPTION			REF.	UNIT PRICE	QTY	TOTAL		
1	SOL'S IMPERIAL - 11500 AVAILABLE COLORS SIZES : S	: APPLE GREEN	-280, AVAILABLE	3660734054518	2,50€	+ 2 -	5,00 €		$(\mathbf{x})$
1	SOL'S REGENT WOMEN - AVAILABLE COLORS SIZES : S		4-280, AVAILABLE	3660731263487	1,85€	+	1,85 €		×
Ť	SOL'S REGENT WOMEN - AVAILABLE COLORS AVAILABLE SIZES : L	BOTTLE GREE	EN-264,	3660731276470	1,85€	+	1,85 €	Contains quantity that's not available	×

## Image 8: Shopping cart summary

In case an item is not available at that moment, you can see the comment "Contains quantity that's not available".

And you may choose one of the following commands that will help us proceed with your order.

### \* Shipping Management (For available quantities there is always a small margin of error. In such cases, customer support will inform you.)

- Send all available products immediately and not available ones in a different shipment
- Send all products together when they are available
- Send only available products and delete all products that are missing
- The products appear to be ready for shipping. In case there is an error you will be notified by our support department

# **WLIVARDAS**

	t contains: 7 products					
PRODUCT	DESCRIPTION	REF.	UNIT PRICE	QTY	TOTAL	
	SOL'S SUNNY - 88110 AVAILABLE COLORS : BLACK-312, AVAILABLE SIZES : ONE SIZE	3660734085345	1,25€	+ 5 -	6,25€	()
1	SOL'S SUMMER II - 11342 AVAILABLE COLORS : APPLE GREEN-280, AVAILABLE SIZES : S	3660734063701	4,98€	+ 2 -	9,96€	()
Customer Dis Web Discoun						
		т	otal products (ta		16,21 € 2.00 €	
		т	Frei	ax excl.) ght cost ounts	16,21 € 2,00 € 0,91 €	]
		т	Frei Dis	ght cost	2,00€	]
		т	Frei Dis Total (ta	ght cost ounts	2,00 € 0,91 €	]

## Image 9: Calculation of discounts and shipping cost

Before checking out you must check your order (items, colors, sizes, prices). Keep in mind that the system can include a shipping cost just for one package in each order. If your order happens to be more than one packages, then you will find the correct shipping costs in the Invoice.

Afterwards you may see the e-shop discount -2%, added to your customer discount, if you do have one.

At this point and during your first log in, the system will ask you to confirm your data, giving your telephone number. You may save your data by choosing SAVE. In case your data are wrong, you may contact us in <u>info@livardas.gr</u>.

Important Information

- Products with net prices are not supposed to take any discount (customer discount & web discount (2%)). But due to a site error at moment, the discount is made in the Total amount. So, you should be aware that if your order includes such items, the Total value is charged on the invoice with that deduction which has been subtracted. If you have chosen bank wire method of payment, then you must contact us in order to inform you about the correct value of your order.
- 2) The same contact is also necessary for the shipping costs, that cannot be calculated by our e-shop, but they are calculated in the final Invoice, based on the number of packages we are sending you.



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« CONTINUE SHOPPING	
1 ADDRESSES	
Choose a delivery address:	
ΥΠΟΚΑΤΑΣΤΗΜΑ	
YOUR DELIVERY ADDRESS	YOUR BILLING ADDRESS
ΑΕ ΛΙΒΑΡΔΑΣ	ΑΕ ΛΙΒΑΡΔΑΣ
ΛΙΒΑΡΔΑΣ ΑΕ	ΛΙΒΑΡΔΑΣ ΑΕ
094409641	094409641
ΛΕΩΦΟΡΟΣ ΒΟΥΛΙΑΓΜΕΝΗΣ 122	ΛΕΩΦΟΡΟΣ ΒΟΥΛΙΑΓΜΕΝΗΣ 122
16777 AOHNA	16777 AΘHNA
Greece	Greece
2109609200	2109609200

## Image 10: Addresses (Delivery Address – Billing Address)

You are not yet able to change your addresses, or to choose different delivery address from the Billing address. But you may note it in the text field. You can then see all the **available delivery methods** and chose one.

### 2 DELIVERY METHODS

CHOOSE YOUR DELIVERY METHOD

ι	ISUALLY TRANSPORT METHOD:	
۲	паралавн пелатн	<b>ПАРАЛАВН ПЕЛАТН</b> Customer pick up The best price and speed
	Change transport me	thod

## Image 11: Delivery methods

Then you must accept all **Terms of Service** of the site/e-shop and now you have the possibility to write us a **message** with some details regarding your order in the following field.

TERMS OF SERVICE
I agree to the terms of service and will adhere to them unconditionally. (Read the Terms of Service)
LEAVE A MESSAGE
If you would like to add a comment about your order, please write it in the field below.

Image 12: Terms of service & "Leave as a message" field



- \* Shipping Management (For available quantities there is always a small margin of error. In such cases, customer support will inform you.)
- Send all available products immediately and not available ones in a different shipment
- Send all products together when they are available
- Send only available products and delete all products that are missing
- The products appear to be ready for shipping. In case there is an error you will be notified by our support department

#### Image 13: Shipping Management

At this point we give you the ability to choose the way you want us to treat your order. In case a product is not available, then you have to choose one of the first 3 options. The last option appears by default when all products in your order are available.

#### 3 PLEASE CHOOSE YOUR PAYMENT METHOD



#### Image 14: Payment methods

If you agree with our Terms of Service the you can proceed with the payment method you want. It is necessary to choose a payment method in order to proceed with your order.

ORDER SUMMARY

#### Bank-wire payment



You have chosen to pay by bank wire. Here is a short summary of your order:

The total amount of your order is 6,82 € (tax incl.)

 We allow the following currency to be sent via bank wire: Euro Bank wire account information will be displayed on the next page.

Please confirm your order by clicking "I confirm my order".

OTHER PAYMENT METHODS

I CONFIRM MY ORDER

### Image 15: Order summary before order confirmation

Now, if you choose "I CONFIRM MY ORDER" button, then your order is sent to us.



ORDER CONFIRMATION

Your order on Livardas.gr is complete.

Please send us a bank wire of:

- Amount 6,82 €

- at the following Bank Accounts

- \* EUROBANK 0026.0139.36.0200398963 IBAN: GR8702601390000360200398963

ALPHA BANK 720002320001890 IBAN: GR0701407200720002320001890

\* PIRAEUS BANK 6713-112661-326 IBAN: GR3101717130006713112661326

\* NATIONAL BANK OF GREECE 863/47016908 IBAN: GR6201108630000086347016908

- Beneficiary's name: A. LIVARDAS SA

- Please don't miss to insert your company name or/and your order number "CSOBUHNTE" in the subject of your bank wire.

Important information: The bank wire must have been completed by 11:00am the latest of the shipping day.

Your order will be sent as soon as we receive payment.

If you have questions, comments or concerns, please contact our Customer Service at: info@livardas.gr or +302310463784

Back to orders

#### Image 16: Order confirmation

If you see this message, then you know that your order is sent to us and it is **under** procedure and your cart now is empty and ready to carry your next order!



DEAR SIR/MADAME, THANK YOU FOR YOUR ORDER!

ORDER XDZCMECTJ - WAITING FOR BANK WIRE

Your order XDZCMECTJ has been successfully submitted and will be sent as soon as we receive your payment.

YOU HAVE CHOSEN TO PAY VIA BANK WIRE.

These are the details for your bank wire:

Amount: 134.76 € Beneficiary: Α.ΛΙΒΑΡΔΑΣ Α.Ε Bank account details:

EUROBANK 0026.0139.36.0200398963 IBAN: GR8702601390000360200398963

ALPHA BANK 720002320001890 IBAN: GR0701407200720002320001890

PIRAEUS BANK 6713-112661-326 IBAN: GR3101717130006713112661326

Image 17: Order confirmation mail

In the end, you will receive an order confirmation mail, like the above. In case you don't receive one, then you should contact us directly!

We advise you to save our mail address info@livardas.gr as a secure contact in your mail account, in order to prevent going to your spam folder.

Thank you for your time! Yours sincerely, LIVARDAS SA