

**BAZAARVOICE, INC.  
FREQUENTLY ASKED QUESTIONS**

**1. How do I create an account?**

- Follow the URL provided to you.
- If you have not ordered from BV before, you will be prompted upon Checkout to create an account. If you have purchased from BV before you will be prompted to Log/Register as a Returning Customer.

**2. How do I reset my password?**

- Follow the URL provided to you or go to <https://checkout.bazaarvoice.com>.
- If you have purchased from BV before you will be prompted to Log/Register as a Returning Customer. There is a 'forgot password' link under the Returning Customer that will guide you through resetting your password via email.

**3. How do I view my orders?**

- Follow the URL provided to you or go to <https://checkout.bazaarvoice.com>.
- If you have purchased from BV before you will be prompted to Log/Register as a Returning Customer.
- After log in, you can select the top right dropdown next to 'Welcome' or you will go directly to the My Account Page.
- Under the My Account page you will find many options. Purchases > Purchase History will show you orders.

**4. How do I cancel an order?**

- Please send an email to [brandsupport@bazaarvoice.com](mailto:brandsupport@bazaarvoice.com), if there is a problem with an order you have just placed. Your terms of service define when an order can be cancelled.

**5. Who do I contact regarding product-related questions?**

- Please reference the welcome email you receive following your purchase.

**6. I placed an order but didn't receive my confirmation email - what do I do?**

- Please send an email to [brandsupport@bazaarvoice.com](mailto:brandsupport@bazaarvoice.com), if there is a problem with an order you have just placed.

**7. I placed an order but my credit card hasn't been charged.**

- It may take 3-5 business days for the credit card charge to appear on your account.
- If you still have not been charged within 7 business days of a transaction, please email [brandsupport@bazaarvoice.com](mailto:brandsupport@bazaarvoice.com).

**8. I need help placing my order - how do I get support?**

- Please send an email to [brandsupport@bazaarvoice.com](mailto:brandsupport@bazaarvoice.com), if you require assistance placing an order.

**9. I placed an order, what happens next?**

- You should receive a confirmation via email shortly after placing an order.

**10. My credit card was declined - what should I do?**

- Please check the information on the credit card you are attempting to use and correct the information if needed. Try processing with your card again.
- If your card continues to be declined then please contact your financial institution directly.

**11. Why would I want to pay by invoice vs. credit card?**

- Credit cards should be used whenever possible, however, often times there are clients that prefer to pay via invoice when applicable.

**12. Why can't I use the promo code?**

- Promo Codes are only enabled for one-time use. If you have not purchased from Bazaarvoice before and are having problems utilizing the code, please send an email to [brandsupport@bazaarvoice.com](mailto:brandsupport@bazaarvoice.com).