bazaarvoice:

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 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 samplingsupport@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. How do I order more units?

- Follow the URL provided to you or go to https://checkout.bazaarvoice.com.

- 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 > Reorder Items will allow you to reorder items you have purchased previously.

6. Who do I contact regarding product-related questions?

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

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

- Please send an email to samplingsupport@bazaarvoice.com, if there is a problem with an order you have just placed.

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8. **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 samplingsupport@bazaarvoice.com.

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

   • Please send an email to samplingsupport@bazaarvoice.com, if you require assistance placing an order.

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

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

11. **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.

12. **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.

13. **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 samplingsupport@bazaarvoice.com.

14. **I want to add units to my order - how do I do that?**

    • You may purchase additional amounts via a new transaction using the Reorder functionality in My Account.

    • Please send an email to samplingsupport@bazaarvoice.com, if there is a problem with an order you have just placed. Orders paid via credit card may not be cancelled or changed after purchase.