

Frequently Asked Questions for Order Processing and Payment Options:

Dear Customer,

We appreciate the opportunity to serve you.

All the orders are being processed by our E-Commerce Service Provider "PLIMUS".

Please find mentioned below the details of various Payment Options available to you while ordering Stellar Products and the contact details to check the order status.

If your query remains unanswered, please feel free to contact us at orders@stellarinfo.com

Payment Options available to you

Paying thru PayPal:

When you enter primary details on order page and then select **PayPal** as payment method and clicks 'Next'...

*You will views the instructions to complete the PayPal order and receive a temporary order-id (NOT order reference number), you will be then requested to login and pay via the PayPal account.

*once you have completed the payment, you will be directed back the confirmation page

It is advised for this payment method, that you use the same email address on the order page that is associated to your PayPal so that your order will not require further review.

E-Check orders will only be approved once the check has been cashed by PayPal and transferred to us (common issue).

Please note you may think that you have completed the purchase due to PayPals confirmation notice, this is NOT the notice from "PLIMUS". Once "PLIMUS" notifies you that the order is completed, only then is it successfully approved.

****Order may be manually reviewed which may slightly delay the order approval depending on the customers responsiveness to "PLIMUS" contact attempts.

Paying thru Wire-Transfer:

You enter details on order page and then select **Wire-Transfer** as payment method and click 'Next'...

*You will then view the instructions page to complete the Wire-Transfer order and receive a temporary order-id which you need to include on the wire-transfer which you initiate.

*there is a manual processing fee of \$3 to the customer for this payment option

*only when "PLIMUS" receives the funds will the order be automatically approved, and this depends on the banks as there is not set time period.

Paying thru Money Order/Cheque:

*You enter details on order page and then select **Mail / Check / Money Order** as payment method and clicks 'Next'...

*You will then view the instructions page to complete the order and receive a temporary order-id

* If you are paying by check, you need to make it payable to **PLIMUS, Inc.** and leave the Credit Card fields blank. After PLIMUS receives the mail, it will process the order and you will receive a confirmation e-mail from Plimus within 24 hours. In this e-mail you will receive a reference number for your order and detailed information regarding payment and shipping. There is no need to take further action until you have received this confirmation e-mail from PLIMUS.

- PLIMUS will not submit the order until the check has cleared, for faster service, kindly send money orders or cashier checks.
 - You should make sure that you include a form of payment in your mail, this must be your credit card information, or a check, or a cashier check, or a money order. Mail received without a payment will have to be discarded.
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Paying thru Local Bank Transfer:

*You enter details on order page, select **Local Bank Transfer** as payment method, then fills in the "Local Bank Transfer - payment detail" fields and clicks 'Next'...

*On the next page you will find the instructions as how to complete the order process, to finalize the purchase you need to transfer the due fee for the order to the bank account details that will be presented to you after you click on the "Generate payment instructions" button. Please note that the reference number must be included in the payment you make and that you must transfer the money from a bank located in the same country as the selected bank country. You must allow up to 5 business days for your order to complete.

*You will know the order is approved after you receive the confirmation email from PLIMUS (this happens after the funds have been successfully transferred to PLIMUS).

Credit Card Order:

*You enter details on order page and then select **Secure Online Credit Card** as payment method and clicks 'Next'...

*You enter billing details (associated billing address of CC) and clicks submit

*You (if the order is successful) end up on the confirmation page where you receive your ref# for future reference.

*You may sometimes be declined if your CC Company declines the transaction or you have reached your credit-limit.

Fax Order:

*You enter details on order page and then select **Fax Order** as payment method and clicks 'Next'...

*on the next page you are presented with the completed instructions to complete the fax order and your order-id number (not ref#)

*You should check the order information on the instruction page and then print this document, fill the missing fields, sign and fax it to PLIMUS office in California, USA at: **+1-858-777-5553**.

You should make sure that you include your **Credit Card** information in the in the print out. Fax orders without Credit Card information will be discarded and NOT processed.

After PLIMUS receives the fax, it will process the order and you will receive a confirmation e-mail from PLIMUS within 24 hours. In this e-mail you will receive a reference number for your order and detailed information regarding payment and shipping. There is no need to take further action until you have received this confirmation e-mail from PLIMUS.

Phone Order:

*You enter details on order page and then select **Phone Order** as payment method and clicks 'Next'...

*On the next page you will receive the instructions to complete the phone order and your order id, as you will be asked for this number to finalize your purchase once you call PLIMUS customer support staff.

*Phone orders can ONLY be placed using a credit card, once you are ready to call PLIMUS: The numbers are: 1-866-312-7733 or +1-858-350-7473, an operator will ask you for the order id number and for the credit card information, you will need to have your credit card present as you will be asked details about it.

Purchase Order (PO):

*You enter details on order page and then select **PO (Purchase Order)** as payment method and clicks 'Next'...

*On the next page you will see a copy of Proforma Invoice.

*If the customer wants to complete their order using a Purchase Order, they generate a Purchase Order; the supplier/vendor name on the document **MUST BE** PLIMUS.

When you are ready to complete your order, simply fax to PLIMUS your Purchase Order to **+1-858-777-5553** together with the **Proforma Invoice**.

IMPORTANT: Purchase Orders received without the Proforma Invoice, will simply be discarded without further notice.

Once PLIMUS receives the Purchase Order it will be sent to you for approval; once approved you will receive an invoice via email.

*If you require a paper invoice to be sent as well, you should simply let PLIMUS know by writing to sales@plimus.com ONLY after you have received the electronic invoice.

Contact Details of PLIMUS:

Customers who have a reference number (not order-id) can use the customer self-serve page (http://www.plimus.com/escalate_shopper_issue.jsp), find there order (http://www.plimus.com/find_shopper_order.jsp), call PLIMUS on the support telephone number (1-866-312-7733 or +1-858-350-7473) or mail PLIMUS at support@plimus.com

Contact Details, if the order is declined / taking time:

support@plimus.com

sales@plimus.com

Contact Details, if the client wants to check order status:

http://www.plimus.com/escalate_shopper_issue.jsp

http://www.plimus.com/find_shopper_order.jsp

Contact Details, if the client needs a copy of Invoice:

http://www.plimus.com/escalate_shopper_issue.jsp

Plimus Customer Account - https://secure.plimus.com/jsp/account_login.jsp