

# JupiterBUY FAQs



## GENERAL

### 1. Who is JupiterBuy?

During the Covid's pandemic in 2019, group buys sprung up islandwide as a way of getting around community movement restrictions. Group buy is the norm for people buying online nowadays and one form of social commerce for Free Delivery (near their homes), Better bargain, Buying together is fun! (Community), Host gain benefits.

Besides convenience and cost savings, group buys also help to build and foster a sense of friendship and camaraderie, bringing back the 'kampung spirit'.

With the above and the concept in mind as - group buy in close proximity and no robust platform in the market for group sellers (Host) and buyer (Buyer), JupiterBuy is borne in 2019, with 3 partnerships and headquarter in Singapore.

### 2. How does it work?

In summary, below is the flow of the group buy.

- Host publishes a deal.
- Buyer can join the deal.
- Host will confirm the deal once the Min Order Quantity is met. Buyer will receive the notification by Host with the payment details.
- Buyer will upload the prove of payment via the apps. Host will verify the payment. Buyer will be notified once the payment is verified by Host.
- Upon the item is ready for collection, Buyer will be notified by Host.
- Buyer to collect the item using the code generated by the system. Host will verify the code via the apps upon collection or delivery.

**3. Where is the JupiterBuy's office located at?**

61 Bukit Batok Crescent  
#07-05 Heng Loong Building  
Singapore 658078

**4. How does JupiterBuy make money?**

JupiterBuy makes money from brand and seller's advertising on its platform. The company operates on a marketplace business model.

**5. What are the operating hours of JupiterBuy?**

JupiterBuy platform is available for 24/7. The support and customer service will be available from 0830 – 1900 daily

**6. How can I get a JupiterBuy's account?**

There are two options;

For mobile registration, download the Jupiter's app from the Android apps on GooglePlay or iPhone AppSote .You can register an account via Google or Facebook account.

Please note take registration is only open for Singapore users at this moment.

**7. What to do if I forget my login password to JupiterBuy?**

At the login page, enter your email address and click on icon "Forget password". An instruction on how to reset your password will be sent to your registered email address with JupiterBuy.

**8. What is verified member and how do I get my account verified?**

It is recommended to get your account verify to prove that you are "Genuine" user. For you need to register an account. To verify your account, click on "Me" and click on "Unverified" button besides your profile icon. The verification of account is done via email and phone number. Upon verification, your status will

change to “Verified”. Please note that Host can create a deal and restrict only verified member can join the deal.

**9. I already have a registered and verified account with JupiterBuy, can I create another account with either the same email address or phone number?**

No. Each email address and phone number can only register once in JupiterBuy. Meaning, identical email address and phone number will not be accepted by the system.

## THE HOST

**10. What is the Host and the buyer?**

- The Host is considered the seller, who brings in the product for the group.
- The Buyer is the interested party, who is interested to join in a deal for a good buy.

**11. Can a host be a buyer and vice versa?**

Yes. The Host can be a seller and buyer.

**12. Can I be a Host or sell any items without an account with JupiterBuy?**

No. The Host must have a registered account with JupiterBuy before hosting any items for sales.

**13. Can I create multiples deals using one account in JupiterBuy?**

Yes. The Host can create many deals in one account. Meaning, one unique email address and phone number.

**14. Why the account of The Host needs to be verified before he can post a deal?**

Verification of registered account is required to ensure The Host is a genuine individual, to have a confirm identity for a safe and secure deal.

**15. Can The Host make any changes after the deal is published?**

Yes.

**16. How is the payment handle in JupiterBuy?**

There is no payment gateway in JupiterBuy at the current moment. JupiterBuy does not handle payment for The Host and the Buyer. Payment arrangement is handled outside the platform.

The Host will publish the payment instructions in the deal, The Buyer to then make the payment directly to the Host.

Buyer needs to upload the prove of payment via the apps. Host will verify if the payment is received at his end.

**17. How can The Host track the payment status via JupiterBuy's App since the payment is arrange offline?**

The Host can view the prove of payment via apps.

**THE BUYER**

**18. Can I join a deal without having an account with JupiterBuy?**

No, Buyer will have to register an account with JupiterBuy.

**19. Can The Buyer leave deal after he joined?**

Yes. You can leave the deal before the deal is confirmed, once the deal is confirmed, please approve the Host for cancellation.

**20. Why the deal that I have joined was cancelled?**

There is a minimum order quantity (MOQ) set up by The Host. The Host can cancel the deal since the MOQ is not met. You will be notified the reason for cancellation by the host. If you have made the the payment, please contact the Host for resund.

## **21. How can I find out more detail of a deal with The Host?**

Two options are available;

- a. You can contact the host directly via their contact as published for the deal;
- b. You can click on icon “**Chat**” to have instant communication with the host.

## **22. How do I pick up the item that I have purchased?**

The host will indicate the instruction on where to pick up the item. Please click on “Detail” to find out the pick-up location or contact The Host directly for arrangement.

## **23. Any delivery service available other than self-pick up?**

The Buyer can contact The Host directly from delivery service at a cost if any.

## **OTHERS**

### **24. How safe is JupiterBuy platform for The Host and The Buyer?**

As a safety measurement, The Host will need to verify his email address AND mobile number before he can do a posting.

To protect the interest of The Buyer, The Host will be banned from posting any deal if there is a bad track record with JupiterBuy.

### **25. How can JupiterBuy help The Host and The Buyer if there is payment issue?**

Since payment is arranged between The Host and The Buyer outside the system, JupiterBuy will not involve with the monetary disputes between two parties.

## 26. Personal Data Protection Act (PDPA)

Customer authorizes JupiterBuy to collect, use, disclose and or process the personal data for one or more of the following purposes;

- To manage the Services, we provide;
- To improve or modify our Services;
- To provide you with a convenient experience;
- To remove the worker/personal data on behalf of the Customer deem necessary;
- Any other purpose reasonably related to the aforesaid.

In accordance with the Personal Data Protection Act (latest edition) and our data protection policy, all personal information provided by the Customer will only be used for the purposes as indicated above. This information will be treated in strict confidence and will not be disclosed to any third parties

The security of personal data privacy is important to JupiterBuy, but there is no method of transmission over the Internet, or method of electronic storage that is 100% secure. While JupiterBuy strives to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.