



## **Questions In Your Mind ?**

### **Which system or product to be used in my project ?**

If you have knowledge on the subject , then click on our diagnostic solution and select the system or products depending on your Budget And confidence on a particular system. If you don't know the subject well , then simply go by the recommendation of the waterproofingwale provided in the diagnostic flow. Before this you can study our notes.

### **How do I choose good contractor for my kind of requirement ?**

There are thousands of contractors who are providing waterproofing solution without having proper knowledge of the subject hence We have shortlisted the educated and experienced contractors to do your job and we are 100% completely responsible for any type of problems faced by the customers at a later stage.

### **How do I trust and screen products where each manufacturer is claiming to be the best in that category ?**

We have researched well and selected the good products to display on our website, you can be rest assured about the Quality of products.

### **Who is the best and cost effective Applicator for my project ?**

You can choose the waterproofingwale recommendation in the diagnostic flow.

### **I don't understand the a,b,c, d of the waterproofing, but can explain the problems I am facing , How & whom should I address ?**

Simply upload the photo of the problem area in the respective matching category and sub category , then you will be navigated properly.

**Different contractors are giving Different solutions and they don't want to share material details and application method .**

Most of the time they don't understand the problem and suggest the solution based on their past experience. It is always better to get it diagnosed through our experts and let the cause & path of leakage be known before applying any solution. Normally contractors are trained for some particular system or dealing with some companies and are comfortable with them, hence this difference. They want to make money on material also but don't want to be exposed, if more detail is provided then it leads to more questions hence they avoid it .

**Why product of a particular company should be used ? Is it a rocket science ?**

Most of the products or coatings are generic in nature but different companies charge different rates based on their advertisement and overhead expenses. There is hardly any Quality difference in equivalent brands.

**Why complicated BOQs and more number of items are added for a simple work?**

Many a times if consolidated rates are given , there is no clarity on the sequence of work and short cut may be applied by the contractor, simultaneously customer also find it very costly if break up is not given . There are instances where more money is extracted to apply this method and customers are not able to compare cost .

**Why do applicators give Lump-sum rate in Sqft for the work ?**

They don't want to minimize their profit by giving the break up of the cost of material and application cost.

**Why don't the contractors share complete methodology with transparency ?**

They fear to loose profit in disclosing entire information .

**Is this a Black Box ? where hardly any one knows about the subject .**

Yes , it is the most neglected subject and very few understand it just because no one cares about waterproofing of the building structures.

**Is this the monopoly of the unskilled contractors ?**

Currently yes , as there are very few professionals in the market.

## **How do I search & decide ? Which Product or Brand is suitable for my requirement ?**

You can go to diagnostic function and all researched products are shown meant for a particular solution.

## **Is there any source of authentic information ?**

Google it or visit us at [www.waterproofingwale.com](http://www.waterproofingwale.com)

## **Where can I get everything related to waterproofing?**

Visit us at [www.waterproofingwale.com](http://www.waterproofingwale.com) go to knowledge box and see the application videos , specifications , BOQs, Methodologies of different products and systems.

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## **FAQ**

### **Typical Questions of a seller .**

#### **As a seller How do I register on Waterproofingwale as a seller?**

To register, Pl click on the button ( Become a seller ) provided at the header of the site and complete a simple registration form . We will respond to you at the earliest after reviewing your information. You can also call us on 022-27581002 for seller related issues.

#### **What documents are required to register as a seller on Waterproofingwale?**

Please note the documents required , PAN Card, GST Number, Bank Account and supporting KYC documents (Id Proof, Address Proof and Cancelled Cheque).

#### **Can I talk to you about selling on Waterproofingwale?**

If you are not selling on Waterproofingwale and want to know more, you can call us at 022-27581002 and provide your details. We will respond to you with the next steps after reviewing your information.

#### **Do I need GST number to sell on Waterproofingwale?**

Yes. It is illegal to sell without GST number. You need to provide this information to Waterproofingwale at the time of registration. Please note, if you start selling any taxable goods, you need to register for GST per the law.

### **What are your charges for selling on Waterproofingwale?**

It's free. Waterproofingwale does not charge anything to you for listing your product/s online. You have to pay a Mutually agreed commission for what you sell. The commission structure is shared and agreed upon with sellers at the time of registration.

### **What is the process of selling on Waterproofingwale?**

You simply list the product/s that you want to sell on Waterproofingwale.com's marketplace. Customers look at your product/s and make a purchase. You receive an email to ship the product. You deliver the product to the customer and confirm shipment. Since we are providing complete solution for waterproofing in this case most of the customers will be comparing products before taking a call for the purchase . We will list only those products which are approved by us .

### **What products can I sell on Waterproofingwale?**

You can sell products as per the Listed categories and sub categories. Please contact us to know more.

### **If I list products on Waterproofingwale, will the customer know that he/she is purchasing from me on Waterproofingwale.com's marketplace?**

Yes They will know We will clearly indicate on our product detail pages and offer listing pages that the product is sold by you. Further, the invoice will carry your name.

### **Who decides the price of the products?**

As a seller, you will set the price of your products.

### **How do I list my products on Waterproofingwale?**

Once the registration process is complete, our team will work closely with you to create your online catalogue after this you can easily manage your listings.

### **How do I manage my orders on Waterproofingwale?**

You will get a seller id and a panel from where you can view and manage all your orders.

### **Do you offer protection against fraud?**

Definitely. Waterproofingwale helps you against fraudulent orders placed on your products besides keeping a stringent check on payment frauds.

### **How do I get paid for the products I have sold through Waterproofingwale?**

Once the material is delivered at the customer place , after this the settlement will be done within 7 working days as per terms discussed with you.

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## **Customer Orders and Shipping**

### **How do I check the current status of my order?**

Once your order is confirmed, we will share the order id and tracking details via E-mail/SMS. You can then TRACK ORDER at [Waterproofingwale.com](http://Waterproofingwale.com)

### **When will I receive my order?**

On website, against each product, a delivery time line is mentioned. Scheduled date and time will be confirmed once an order is despatched.

### **How will the delivery be done?**

Generally seller will organise the Logistics after getting a confirmation from you. Depending on the Volume and delivery place , they will organise the vehicles.

### **What are the delivery charges?**

Delivery charges vary with the products and quantity ordered. Detailed will be given at the time of order confirmation.

### **Do you deliver in my area?**

Normally we prefer the Local supplier to deliver the products to save on the logistics charges , however you can chose any supplier who is outside of your area but willing to supply in your area. Our customer support team will help in this matter.

### **Will someone inform me if my order delivery gets delayed?**

In case of a delay, our customer support team will keep you updated about your delivery and most optimum timeline.

### **Are there any hidden costs on items sold by sellers?**

No. There are zero hidden charges when you make a purchase through us. List prices are final and all-inclusive. The price you see on the product page is final plus variation in Logistics charges .

## **Payments**

### **What are the modes of payment available at [Waterproofingwale.com](http://Waterproofingwale.com)?**

You can choose any of the following modes of payment when buying • Debit Cards • Credit Cards • Net banking of all major banks ...

### **What is Cash on Delivery (COD)? Are there any additional charges for COD orders?**

Cash on delivery means that you can pay for your order at the time of order delivery at your desired location. You just have to make a small 20% payment online and Balance can be paid on COD Basis.

### **Can I opt for COD (Cash on Delivery) for all products I buy ?**

Yes, COD is available for all the products provided you make 20% advance payment online as a confirmation of order. If you don't like the product then only Logistics charges approx max 5% will be deducted.

**I have purchased multiple products in an order. Do I need to pay COD every time if the delivery times are different?**

Yes, you need to pay for the products at different times if the delivery times are different.

**How do I pay using a credit/debit card?**

For Credit Cards: We accept payments made using Visa, MasterCard and American Express credit cards.

**Is it safe to shop online using my Debit card or Credit Card?**

Absolutely! Be rest assured that all payment transactions are processed over a secure encrypted connection. Your banking information is safe .

**What is a 3D Secured password?**

The 3D Secured password is implemented by VISA and MasterCard in partnership with card issuing banks under the "Verified by VISA" and "Mast..."

**Can I use my bank's Internet Banking feature to make a payment?**

Yes, we offer you the convenience of using your bank's Internet Banking service to make a payment towards your order.