

NABAY

GENERAL INFORMATION - USERS

Welcome to Nabay – Your destination to a redefined Online Shopping experience and a platform calling your indulgence with the age-old cash-less trading system ‘Bartering’. We are proud to have your trust and association.

Nabay sets in motion, a unique market place concept, one that recreates the real physical mall shopping experience into the virtual world. Nabay also brings in a revolutionary exchange platform, one that is cash-less and encourages to build a unique barter community.

Nabay stands on the foundation of three pillars:

- Virtual Mall - It’s like walking into a mall, then walking into a store of your choice, buying your desired item and walking out with your goodies. Similar to a physical mall, Nabay Virtual Mall is designed to have stores that sell products and also provide services. Your one stop online destination for all your needs. Each store on Nabay Virtual Mall carries the identity, branding and concept of each store owner.
- Plugged-In Store - An anchor store concept recreated in the virtual world, offering a platform that brings together multiple online businesses on a same platform providing you the ease and comfort of a super shopping experience.
- Barter Exchange - Fun and utility of exchanging your products and services in a cash-less manner, through a uniquely designed system, that allows you to browse the products/services available for exchange, allows you to enquire and negotiate and finally leading to a successful bartering.

Let us introduce you to a few basic features that will further enhance your Nabay experience.

Registration

- Nabay is all about best business practices. We expect everyone in Nabay community to register, whether it’s a Nabay Mall store owner or a Nabay Plugged-In Store owner or a buyer or a barterer.
- Nabay is available in web and mobile versions. Please may download the Nabay Mobile App from Apple or Google Store as and when it is made available.
- Click the Register button on the top right corner of the Nabay landing page, provide your name, email-id, phone number and create your own password and you become a registered member of the Nabay. Your email-id is your unique user name. User registration can be accomplished on both web and mobile versions.
- Alternatively, you may choose to bypass the Nabay Registration Process and simply login with your social media account login. Currently, Nabay allows social media account linked login for registered users of Google, Facebook, Instagram and LinkedIn.
- Nabay registered member enjoys the freedom to remain a shopper or become a store owner (follow this [LINK](#) and peruse Nabay Sellers Guide) or become a barterer (follow this [LINK](#) and peruse Nabay Barterers Guide) at any point in time.

- Nabay User Login comes with a single sign on feature allowing you access to all Nabay features and services.
- Being a Nabay registered member, you have your own User Dashboard – which lets you manage and track your own shopping and bartering Nabay activities.

Nabay Shopping Differentiators

- You shop your desired product or service from your choice stores.
- A unique and first of its kind Nabay Map, providing a real performance indicator of all stores on Nabay and the performance tracking works through a scientifically developed algorithm that tracks and rates stores on quantitative and qualitative parameters. Stores are displayed on the Nabay Map in a random order and the represented size and colour of their Heat Space on Nabay Map indicates their performance.
- Nabay is a global marketplace in true sense. A virtual mall that is global and having stores from different countries providing you the comfort and choice of shopping from any store of any country of your choice.
- The shopping cart and checkout process is designed for each store – very similar to a physical mall shopping experience. You walk in a Store, buy your desired product, pay for your product and walk out.
- The Nabay Combo-Cart, additionally allows you to manage multiple store carts from a single point.
- A point to note for you, all Plugged-In Stores on Nabay, manages their own Carts, checkout process, payment collections and order fulfilment.
- Additionally, for your service needs, you browse the service store, engage with the service store personally, avail the services and pay directly to the store, free of any Cart management or checkout process.
- Nabay Search through its landing page gives you the freedom to search any product or service on Nabay and the search result provides the specific product or service along with its availability on the three pillars of Nabay. While you visit a Store, you also have an option to search a product / service within that Store.
- Through Nabay's 'Related To' tag feature, you also have the option to search a product or service related to a particular category, for example; water, air, sports, love or any other pre-defined 'Related To' category on Nabay.
- Nabay is all about its Users and Store Owners. Nabay's competitive marketplace charge policy, makes it interesting for the Store Owners, as they pay only marginal charges against some of the prohibitive contemporary marketplaces and thereby resulting in competitive purchases to its buyers.
- Every Store on Nabay has its unique URL address, giving you the flexibility to store that in your browser's as 'Favourite' and visit the Store directly, whenever you desire.
- Nabay provides multiple payment options, Cash on Delivery (may be available at select locations), Credit Cards, Debit Cards, PayPal etc. through its partnered Payment Gateways or Digital Payment Service Providers.
- Nabay has a very uncluttered return and refund policy (please follow this [LINK](#) and peruse Return and Refund Policy), simple to execute and simple to follow. Additionally, Nabay also provides the freedom to Store Owners to define their own Return and Refund guidelines on top Nabay's. Kindly look for Stores standard or product wise Return and Refund policy before making a purchase.

- Look out for Nabay promotions but do keep an eye on any specific promotions that any Store offers.
- You also enjoy all other standard features available on any contemporary marketplace.

Nabay Barter Engine

- Your unique online cash-less barter engine.
- Why waste, just recycle your products and material belongings, get other products or services in lieu. It all depends on your imagination and we are sure each Nabay Barter member would come with innovative way to use the Nabay Barter Engine.
- Nabay Barter Engine is extremely user friendly to navigate and use and all practical bartering possibilities have been configured and provided for.
- If you are ready to barter your product or service, the Nabay powerful search would identify the product or service options available for you to barter with. Even when you perform a search on the Nabay Mall, the Nabay search result would identify and display, in case, if any barter options are available as well.
- Once you identify a product or service that you wish to barter with, the Nabay seamless and simple communication feature allows you to engage with the other Nabay barter member, seek clarifications, negotiate the barter transaction, conclude the deal and mutually consent to the logistics of exchanging your products/services.
- The process of bartering introduced by Nabay is designed to minimise frauds, help you make well informed & considered decision and ensures that you remain satisfied with your barter transaction.
- Please follow this [LINK](#) and peruse the Nabay Barterers Guide, which would further assist you in becoming an effective barterer.

Social Media Integration

- Nabay platform is seamlessly integrated with leading social media platforms and currently it is limited to Google, Facebook and Instagram.
- You have the option to either Register fresh on Nabay or simply use your social media account credentials to login into Nabay. If permitted by the social media platform, then your personal credentials such as Name & E-mail Id are automatically picked and stored with your Nabay credentials. Alternatively, once you login into Nabay with your social media credentials, the system would prompt you to provide the basic details.
- If you so desire, your social media profile picture can automatically become your profile picture on Nabay, provided the social media allows sharing of your profile picture through an API. Alternatively, you have the option to upload a different profile picture for your Nabay account. Even if the social media allows for sharing your profile picture, you always have the option to change the profile picture at any time of your choice through your 'My Account' section.
- Provided you are logged into your social media account and you decide to share your likes or activities at Nabay on your social media page, simply click the 'Share' button and you're the respective product / service would get posted on your social media page.

Nabay Support

While the Nabay Sellers Guide would assist in your day-to-day Store functions, should you need any further assistance, please feel free to drop in a mail to Nabay Customer Support at care@nabay.com or chat with a Nabay Agent through the chat window.

Nabay endeavours to provide you with assistance and timely support on any issues that you face.

HAPPY NABAYING