

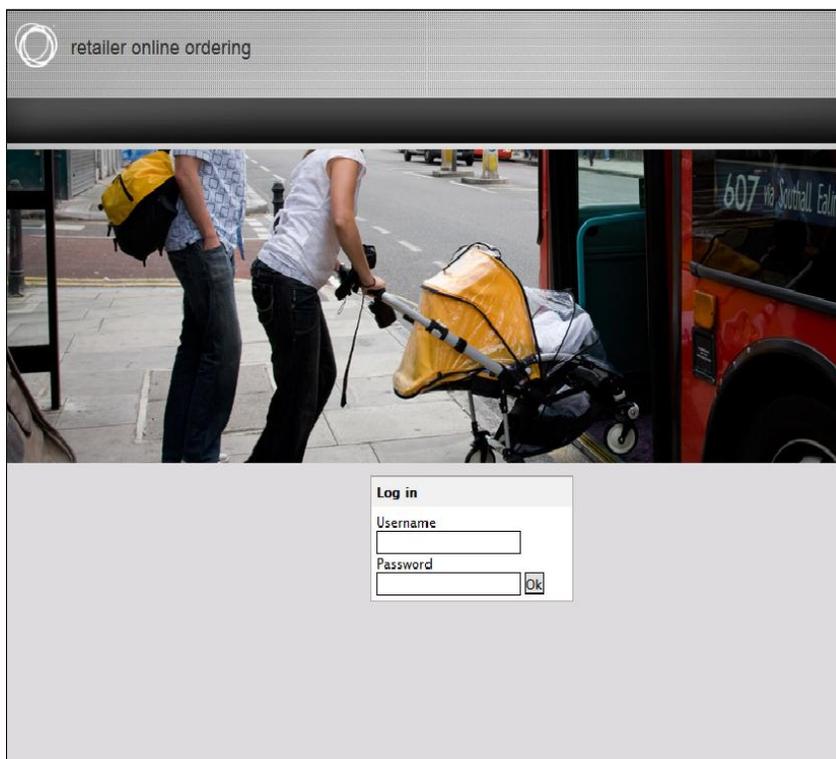
RETAIL ONLINE ORDERING (ROO) USER GUIDE

INTRO

The Retail Online Ordering (ROO) portal was developed to provide our retail partners with the best in retail service and account management. Some key features of ROO include the ability to place orders online, view order status, track shipments, and view order history.

LOGIN

To log in, visit: <https://roo.bugaboo.com>. By saving this URL as a favourite you can easily find it. Your username and password will be sent to you in an e-mail. If you do not receive this e-mail or you have forgotten your username and/or password, please contact the logistics helpdesk on 0207 385 5338 (option 1) or LogisticsUK@bugaboo.com, clearly stating the nature of your query.

The image shows a screenshot of the Retail Online Ordering (ROO) login page. At the top left, there is a circular logo and the text "retailer online ordering". Below this is a photograph of a person in a white shirt and dark pants pushing a yellow Bugaboo stroller on a sidewalk next to a red bus. The bus has the number "607" and the text "via Northall, Ealing" visible. In the foreground, there is a "Log in" form with two input fields: "Username" and "Password". The "Password" field has a small "Ok" button next to it.

SEARCH A PRODUCT

Browse all Bugaboo products by using the left navigation or search option.

Left navigation option: All products are grouped by category i.e. pushchairs, accessories and parts.

Search option: Search for Bugaboo products by product name, item code etc. You can choose between the **quick search** or the **extended search** options.

The screenshot displays the Bugaboo website's search interface. On the left is a navigation sidebar with the following elements: the Bugaboo logo, a 'Shopping basket' section with a checkmark icon and the text 'Currently, there are no items in your shopping basket', a 'Products' section with links for 'Pushchairs', 'Accessories', and 'Parts', a 'Previous collections' section, a 'Logged in as:' section with a user name 'Mr Winstanley' and a close button 'x', and a 'Search' section with a search input field, an 'OK' button, and a link for 'Extended search'. Below the search section are 'Favourites' and 'Your Favourites' links. The main content area is titled 'Home > Extended search' and contains a 'Short search description' section with the following fields: 'Main group' (dropdown), 'Group' (dropdown), 'Sub-group' (dropdown), 'Article number' (text input) with a range selector 'Up to and including' and another text input, 'Description' (text input), 'Product category' (dropdown), 'Price' (text input) with a range selector 'Up to and including' and another text input, and 'Special offer' (checkbox). A 'Search' button is located at the bottom right of the form.

PLACE AN ORDER

- Browse your products.
- Enter the quantities you would like to order or click on the item code to obtain more information on the chosen item.
- Add items and quantities to the shopping basket by clicking on the 'Order' button.
- To access your shopping basket, click on 'Shopping basket' within the menu.
- When in your shopping basket, you can continue ordering by clicking the 'Continue shopping' button.
- You can remove everything in your basket by clicking on the 'Empty basket' button. If you only want to remove some of the items in your basket, click on the relevant dustbin icon, located in the table next to the subtotal
- If you know what the item code is for the item you would like to order, you can use the 'Quick order' feature. A free text field will be made available, where you can enter the item code of the item you would like to order.
- You can also adjust the quantities of the chosen items, however, be sure to click on 'Update' after the desired changes have been made otherwise these will not be recorded

bugaboo

Shopping basket

Items: 2
Subtotal: £ 363.52

Products

- Pushchairs
- Accessories
- Parts
- Previous collections

Logged in as:

Search

Extended search

Favourites

Your Favourites

Home > Shopping basket

Below is an overview of the items that are currently in the shopping basket

- When you spend below £ 700.00 the shipment costs are £ 40.00

Item id	Items	Quantity	Price	Subtotal
52110ZW01	base bugaboo bee + black	<input type="text" value="1"/>	£ 334.29	£ 334.29
580311BL01	sun canopy bugaboo bee + blue	<input type="text" value="1"/>	£ 29.23	£ 29.23

Subtotal	£ 363.52
Shipment and administration costs	£ 40.00
Total excl. VAT	£ 403.52
Total incl. VAT	£ 403.52
VAT	£ 0.00

Reference

Note by order

YOUR SHOPPING BASKET

Orders in your shopping basket are automatically saved. If you have to step away or log off while working on an order, you can access the order in your shopping basket the next time you log in on the homepage, or in the shopping basket on any of the product pages.

FINALISE THE ORDER

You can add an internal reference number for your tracking purposes, though this is optional.

After you've reviewed your order (and added an internal reference number), click on 'Finalise the order' within the shopping basket.

bugaboo Shopping basket

Items: 2
Subtotal: £ 363.52

Products

- Pushchairs
- Accessories
- Parts
- Previous collections

Logged in as:

Search

[Extended search](#)

Favourites

[Your Favourites](#)

Home > Shopping basket

Below is an overview of the items that are currently in the shopping basket

- When you spend below £ 700.00 the shipment costs are £ 40.00

Item id	Items	Quantity	Price	Subtotal
52110ZW01	base bugaboo bee + black	<input type="text" value="1"/>	£ 334.29	£ 334.29
580311BL01	sun canopy bugaboo bee + blue	<input type="text" value="1"/>	£ 29.23	£ 29.23
Subtotal				£ 363.52
Shipment and administration costs				£ 40.00
Total excl. VAT				£ 403.52
Total incl. VAT				£ 403.52
VAT				£ 0.00

Reference

Note by order

Your data: Check the company data and contact person data. If any of the contact person data or company data is incorrect, please contact your account manager and they will amend the data accordingly. If all the data is correct, click on 'Continue'.

bugaboo Shopping basket

Items: 2
Subtotal: £ 363.52

Products

- Pushchairs
- Accessories
- Parts
- Previous collections

Logged in as:

Search

[Extended search](#)

Favourites

[Your Favourites](#)

Step 1 Your details | **Step 2 Overview** | **Step 3 Payment**

Customer data

Company data

Company name

Street

Line 1

Line 2

Postal code

Town/city

Country

Contact person

Abbreviation Mr Mrs

First name

Middle name

Surname

E-mail address

Telephone

Overview: Review the confirmation screen for accuracy of your order. You can also print this page for your own records. Check the box if you agree to the terms and conditions. A link to the terms and conditions is provided.

 **Shopping basket** 

Items: 2
Subtotal: £ 363.52

Products

- Pushchairs
- Accessories
- Parts
- Previous collections

Logged in as:

Search

[Extended search](#)

Favourites

[Your Favourites](#)

Please check the below details. Click on back to make changes or click on order to finalise the order.

Step 1 Your details	Step 2 Overview	Step 3 Payment
Customer data	Delivery address	Invoice address
<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact person: <input type="text"/>		
VAT number: <input type="text"/>		
Item id	Items	Quantity
52110ZW01	base bugaboo bee + black	1
580311BL01	sun canopy bugaboo bee + blue	1
	Subtotal	£ 363.52
	Shipment and administration costs	£ 40.00
	Total excl. VAT	£ 403.52
	Total incl. VAT	£ 403.52
	VAT	£ 0.00

[I accept the general terms and conditions](#)

Order confirmation

Once you have submitted the order, you will receive a confirmation e-mail confirming receipt of your order. In addition to this, you will also receive a shipping confirmation e-mail once the order has been validated.

MY ACCOUNT

You can link to your account information and order history from the homepage by clicking on 'My account'.

Here you will find:

- **All of your account information**
- **A summary and up-to-date status of your order**
 - Order status
 - Order total
 - Order detail (by clicking on the order number or reference number)
 - Sort columns (by clicking on the column header)
- **Outstanding payments**

bugaboo

Shopping basket

Items: 2
Subtotal: £ 363.52

Products

- Pushchairs
- Accessories
- Parts
- Previous collections

Logged in as:

Search

[Extended search](#)

Favourites

[Your Favourites](#)

Home > My account > Customer details

[Customer details](#) | [Online orders](#) | [All orders](#) | [Outstanding items](#)

Small description customer information

Company data

Company name

Street

Line 1

Line 2

Postal code

Town/city

Country

Chamber of Commerce number

VAT number

Login details

Username

Old password

New password

Confirm password

Contact person

Abbreviation Mr Mrs

First name

Middle name

Surname

E-mail address

Telephone

Fax

Mobile

CONTACT

Please use the contact information located in the bottom left-hand side of the homepage. For order issues and delivery queries, please contact LogisticsUK@bugaboo.com. If you need information about your account, please contact your Account Manager.

FAQ

CUSTOMER SERVICE

How can I contact logistics department?

You can call logistics department with any questions Monday – Friday from 8:00 to 17:00 BST on 0207 385 5338, option 1. You can also e-mail the logistics department anytime at LogisticsUK@bugaboo.com.

My customer has experienced a problem with their pushchair. How can I help them?

Suggest that your customer contact Bugaboo's customer service department. Customer service is available Monday – Friday from 8:00 AM to 17:00 BST on number 0207 385 5338 (option 2). Your customer can e-mail customer service anytime at serviceuk@bugaboo.com.

How can my customer register their pushchair?

Please direct your customers to bugaboo.com where they can register their product online. A self-addressed product registration card is also included in the pushchair box. Your customer will need a dated receipt and a serial number to register. They can find the serial number on the chassis of their pushchair.

BILLING

Which credit cards does Bugaboo accept?

Visa and Mastercard are accepted.

Does Bugaboo keep my credit card on file for future use?

Bugaboo does not keep credit cards on file to respect your privacy.

How can I obtain credit terms?

A credit line may be granted to retailers. To request credit, contact your Account Manger.

When am I charged for my order?

All orders are charged when they are shipped, including backorders.

Can I use more than one credit card per order?

Only one credit card can be used per order. To split payment, two smaller orders can be placed, each with a different credit card.

MARKETING

Are there any tools to help with merchandising?

Visit the Bugaboo Retail Portal to download the Bugaboo visual merchandising guide, which offers merchandising suggestions.

What tools are available to help me sell Bugaboo online?

Visit the Bugaboo Retail Portal to download online tools including product images, copy, videos and banner art.

How do I keep up-to-date with Bugaboo news, product and brand initiatives?

Visit the Bugaboo Retail Portal to view Bugaboo's monthly Out There newsletter.

How do I get access to the Retail Portal?

1. Go to www.bugaboo.com/extra/retailer
2. Use the generic login to access the site. You will always use this generic login to access the initial site page, please keep these details somewhere safe.
 - a. Username: retailer
 - b. Password: webtools

SELLING BUGABOO

Can I sell Bugaboo at another location?

All new retail store locations must be approved by Bugaboo; contact your Account Manager for more information.

Can I sell Bugaboo products in bulk?

Bugaboo retailers may sell to end consumers only. Retailers are not permitted to sell in bulk or to other retailers.

What are your vendor terms and conditions?

The terms and conditions agreed to in the new distribution agreement still apply as well as the terms you must accept prior to submitting your order.

RETURNS

How do I get refunded for an item that arrives damaged or defective?

Please contact the service helpdesk, so the appropriate replacement part(s) can be sent.

What is your return policy?

Returns will be accepted for defective or damaged merchandise only. Please contact serviceuk@bugaboo.com and ensure your Account Manager is on CC. Returns will not be accepted without prior authorization.

SHIPPING

How do I update my delivery address?

Contact your Account Manager to update any changes to your delivery address.

Can my account have multiple deliver to addresses?

Yes, deliver to addresses will need to be approved by your Bugaboo Account Manager and added to the system.

Can I drop ship to my customer?

Drop shipping is not permitted.

Can I use my own shipping carrier?

All orders will be sent with Bugaboo's standard shipping carrier. Other carriers cannot be used.

Can I receive tracking information for my order?

Orders can be tracked in the account order detail section of the order history page.

When will I receive my order?

Once the order is processed, orders will take approximately 12 business days for delivery. Timing is based on delivery location and product availability. Products may be delivered in separate shipments.

What are Bugaboo's shipping rates?

Delivery is included in Bugaboo orders over £700, however there is a standard fee for orders under £700.

ORDERS

Is there a volume discount?

Bugaboo does not offer a volume discount.

When will I receive backordered items?

Backorders will be shipped as soon as the product is available.

Can I cancel backordered items?

Backorders can only be cancelled by contacting the logistics department.

What items are on backorder on my order?

Backordered items can be found under '**my account**' on the '**order details**' page.

Can I change or cancel my order?

Please verify your order before submitting. Contact Logistics within 72 hours of submitting your order if a mistake has been made. After 72 hours, orders cannot be changed or cancelled.

Who can I speak to when my order does not go through?

Contact the Logistics department; we're here to help.

How can I see the status of my order?

You can view the status of your order with the '**Customer portal**'.

Please keep the following contacts handy:

logisticsuk@bugaboo.com
tel: 0207 385 5338, option 1

serviceuk@bugaboo.com
tel: 0207 385 5338, option 2