

Re Orders Falc Guide

<http://b2b.falc.biz>

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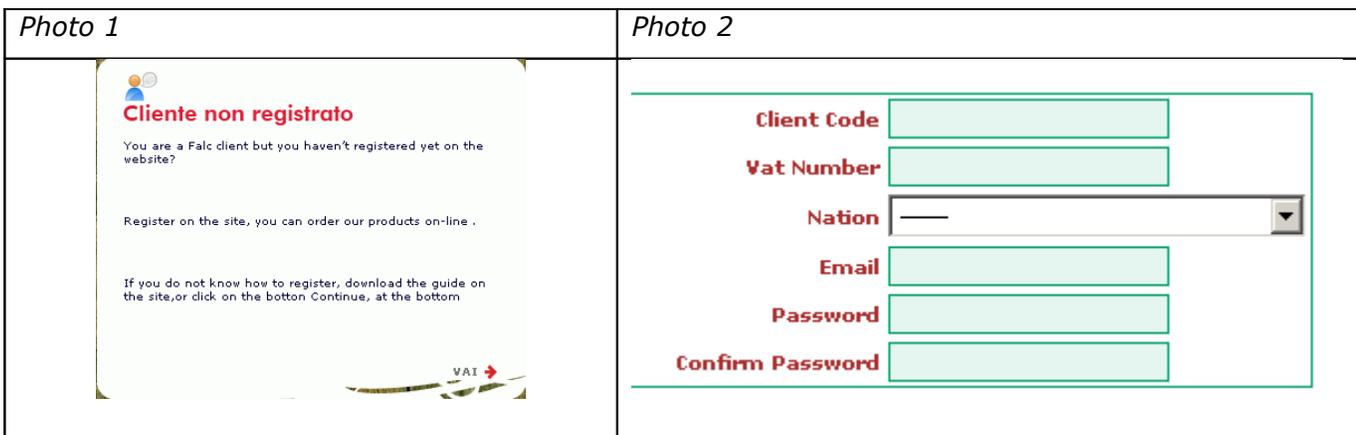
Initial Page

With the browser on your computer you can access on Re-orders Falc; open Internet explorer or Mozilla Firefox or other and enter the website address: <http://b2b.falc.biz>, and with the flags on the left choose the language .



First access – Registration

To be able to access the site for Re-orders it is necessary to have an account(a valid password for the site)which must be introduced by the client. This account will be created using the users email address and a password. When introducing a new account, you must know your Falc customer code(which you can find on invoices and order confirmations), Vat number and a valid e mail address. If you cannot find your Falc customer number click here.To introduce a new account click on the button 'Customer not registered' which is on the Home Page (Photo 1) , then fill in all data requested on the file and read the documents on Privacy, and if you accept go ahead with the registration. (photo 2)



Access to site



In the box 'Client registered' in the Home Page: <http://b2b.falc.biz> fill in your email and password created during the initial phase. If you have forgotten the password click on the link in the box (forgotten the password) Click here!



RESEARCH OF STYLES- CATALOGUE

There are 2 ways to search for the products:

- Research ` Style code`



To search for a product or a typology all you have to do is put in the style code and click on the

icon.  . (for example: put in style code 2002488 and click on the magnifying lens you will find all NATURINO POLO NABUK)

- Research Area "Description of the Style" Descrizione articolo 

To search for a product or a typology of products it is enough to put a word that is part of the description of the style and click on the icon  . (for example:to insert :Description style 'Polo' and clicking on the magnifying lens, all the NATURINO POLO NABUK art.2002488 will appear)

If you want to enter the catalogue of complete products and you do not want to use the area of

research, click on the icon  ; Passing the arrow of the mouse on the style in the catalogue you will see the photo on the right.-

Inside this page there is a window where you will find all the 'Best Sellers.'



STYLE CARD

Once the style has been chosen, you will see a list styles with the name of the style, code number and material, the price and a colored photo; there are 2 other options to choose: the color and the size.



STYLE INFO

To enter into the detail of the style, click on the name or on the photo which you are interested. Once you have chosen the style, you will see the details as follows:



ART.
2002153 01 NAT.4448 VELOUR/VIT.BARK
9101 T.MORO

26,75

	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38
€	26,75	26,75	26,75	26,75	26,75	26,75	26,75	26,75	26,75	28,75	28,75	28,75	28,75	28,75	28,75
●	/	/			/								/		/
●	/	/	/	/	/										/



Besides the name of the style, style code/material, and basic price and a detailed photo, there is a grate for size/colors and a view of similar styles available.

- Grate size/colors: in the horizontal part of the grill you will see all the sizes available for each style, with the price and the colored dots represent the family color of the materials available; clicking on the dot automatically you will download the photo of the real color, the / in the box corresponds to the size/color that are not available (for ex. Size 24, 25, 28, 36, 38 are not available in Bordeaux). To see the what's in-stock move the mouse on the corresponding box and a window will open to show the pairs in-stock.

To order it's sufficient to put in the quantity you want

	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38
€	26,75	26,75	26,75	26,75	26,75	26,75	26,75	26,75	26,75	28,75	28,75	28,75	28,75	28,75	28,75
●	/	/	1		/		1					1	/		/
●	/	/	/	/	/		1	2			2				/

In the box and press the button confirm  automatically the product will be in the cart.

- Similar styles: with a special criteria of Falc spa in the grate you will see similar styles available in the warehouse.



CART

The cart is a virtual container where you will put the styles chosen. If you put a style in the cart it doesn't mean you must buy it immediately. You can remove styles from the cart or change the pairs of the ones chosen. Only after a confirmation, the purchase will be real.

- To cancel a product; click on the icon 

- Change the quantities of a product : click on the icon 

Company → Spett.le
FALC CANADA INC. NATURINO
661 CHRISLEA ROAD UNIT 8
WOODBRIEGE ONTARIO
L4L 8A3
ON

Shipping Address →

														quantità	Importo		
	NAT.PARIS VITELLO BLEU													1	\$ 26.75	 	
	\$	26,75	26,75	26,75	26,75	28,75	28,75	28,75	28,75	28,75	28,75	30,00	30,00				30,00
	2002476	23	24	25	26	27	28	29	30	31	32	33	34				35
01/9102			1														
														1	\$ 39.75		

Note:

Insert here, your comment or request

The goods will be shipped within 7 days.
For urgent shipments please contact the Customer Care at Falc or specify it in the notes.

Before confirming an order you want to add other styles in the cart click  and return to the list of products ;(the previous styles chosen will be saved in the cart)



Order Confirmation

After selecting the styles to re-order, you can confirm what's in the cart and create an order for Falc spa.If you have more than one delivery address it is possible to choose one. To choose a different address put it in the notes-

To confirm and process the order click 

B2b will send you an email automatically at your email address with a copy of the order To to

continue navigating on the site <http://fb2b.falc.biz> click , per uscire chiudere la pagina internet.



PROFILE

Click on the icon  to verify all the info of you company.



DOCUMENT AREA



Click on the icon  to enter the document area ; This is a private area to exchange documents between the company and the client.



ICONE DEL SITO

To move quickly in the website these icons are available on the web page



section of the website where you can see all the best sellers, direct access to the catalogue and a research area.



Section of the site where you can check info of you your company.



Document area where you can download your documents.



Cart, to return to the cart after selecting a style to re-order.



Disconnect. To disconnect from the website and return to the homepage.



Research, Icon to start a search



Help, Icon for the guide on line



Accept, Icon to confirm and accept



Next, Icon Page forward, used to go ahead in the site.



Back, Icon Page to go backwards, go to previous page.



Tecnical and commercial assistance

For commercial issues regarding the site for re-orders Falc spa you can contact us by phone



(Office hours , time zone GMT + 1) e/o by e-mail  :

 Italia	 +39 0733 790929	 B2bfalcspa(at)falc.biz
 Deutschland	 +39 0733 790966	 B2bfalcspa(at)falc.biz
 France	 +39 0733 790838	 B2bfalcspa(at)falc.biz
 United Kingdom	 +39 0733 790838	 B2bfalcspa(at)falc.biz
 United States	 + 1 9058513700	 B2bfalcusa(at)falcusa.com

Tecnical assistance

For tecnical questions regarding the site for re-orders :  web(at)falc.biz

Advice, suggestions you would like to give us :  web(at)falc.biz



Faq

What services does this site offer?

This site offers all registered and authorized clients of Falc spa a fast and valid instrument to order shoes available in our warehouse, an area for documents where you can download documents and a quick and efficient system of communication.



Who can access this site?

All Falc spa clients can register on this site who have previously ordered the collections and can re-order the same products.



What are the terms of payment ?

If not expressly arranged with customer care office at Falc spa you will maintain the usual terms



Can we have an order confirmation?

Yes , at the end of the order you will receive it by email.



Is there a minimum order ?

No, it does not exist, but there is a special promotion for a free shipment if you order more than 9 styles.



How often does the catalogue updated ?

The catalogue is updated by Falc every day.



Who can I contact for problems ?

Customer care at Falc spa. Or for technical assistance the computer office. informativi della Falc.



Can we deal with specific requests ?

Yes, For special request you can contact [the customer care office](#).



What can I do if I forget the password?

On the homepage there is a link where you can recuperate your password and/or advise us.



For suggestions who can I contact ?

By [email on the site](#) .



Privacy and disclaimer

Privacy Policy

Information on the processing of your personal details pursuant to section 13 of Leg. Decree 196/2003 on the protection of personal details (your authorisation is required)

Please be aware that in order to have dealings with you we need to gather details from you which are classed as "personal details" pursuant to Leg. Decree 196/2003 (the so-called "Privacy Code"). According to the above law the data controller who gathers the personal details must inform the person concerned which details are to be processed as well as information qualifying processing which in any case must be carried out with fairness and transparency, protecting your confidentiality and rights. Accordingly, pursuant to section 13 of Legislative Decree 196/2003, we hereby provide the following information:

Nature of the details processed

We intend to process your personal details and the information for the purposes indicated below (aim of processing). We do not intend to gather data which are classed as sensitive or legal from you, as per section 4, para. 1, of Legislative Decree 196/2003. Accordingly, in order to process some of your personal details, we require your authorisation.

Aim of Processing

Your personal details will be processed for the following purposes: a) promotional initiatives involving products or services of Falc S.p.A b) promotional initiatives involving products and services of third parties. Promotional materials may be mail to you.

Processing Modality

Your data will be processed with procedures and instruments that ensure the security and confidentiality of the same, either on hardcopy or with the use of electronic instruments.

Obligation of Faculty to Provide Data and Consequences of Refusal

You are not obliged to provide your personal details. If you do not provide your personal details or provide incomplete data, it will be impossible for us to start dealings with you for the purposes indicated above to the extent the same are required to execute the same.

Communication and Disclosure

Your personal details will not be "disclosed" this being intended as providing the same to unspecified third parties in any way, even by placing them at the disposal of or allowing the same to consult them. Your personal details may however be "communicated", this being intended as their disclosure to specific third parties according to the following terms: -to persons entrusted within our Company to process your personal details, and more specifically the staff of the Marketing Office . - to persons who may have access your personal details by law, pursuant to community regulations or directives within the limits provided by such laws; - to persons who require access to your personal details for reasons related to the relationship between you and our Company, within the limits strictly required to perform such auxiliary duties entrusted to the same (for example, shipping agents).

Your Rights

An extract of section 7 of Legislative Decree 196/2003 is given below to remind you that you have the right to enforce the following rights against us:

- you may obtain confirmation of the existence of your personal details, even if these have not yet been registered, and a clear communication regarding the same and from where they were sourced, including the aims and modalities of processing and the logics applied if the personal details are processed with electronic instruments;
- you may cancel, change to anonymous form or block the details which it is not necessary to file for the aims for which the personal details were gathered and processed;
- you may update, correct and supplement your personal details;
- you may, for legitimate reasons, oppose, in whole or in part the processing of your personal details even if they are applicable to the purpose for which they were gathered. To enforce such rights, please contact the Director Mr. Piero Luzi who was appointed by us pursuant to section 13 of Leg. Decree 196/2003 for this purpose and whom you may contact at our Company offices.

Right of Opposition

Even if you authorise the use of your personal details, we remind you that according to the Privacy Code Leg. Decree 196/2003, you may oppose processing at any time simply by sending an e-mail to the following address which you will find on our website www.falc.biz on the contacts page or send a fax to 0733/890753.

Data Controller and Data Supervisor

The Data Controller of your personal details is Falc S.p.A. represented by Mr. Piero Luzi appointed

by us pursuant to section 13 of Legislative Decree 196/2003 and whom you may contact at our Company Offices.

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