

# Zama Shops - Help and Customer Support.

[www.zamashops.com](http://www.zamashops.com)



TOP SELLER



verified member

TOP

Welcome to Zama Shops, your trusted online marketplace in Pakistan, where you can buy and sell a wide range of products, just like Fingertips!

We understand that sometimes you may need assistance or have questions about our platform.

Our dedicated customer support team is here to provide you with all the information and help you need.

In order to place ads on Zama Shops buy and sell, you must be a registered user. In order to achieve a quick sale, an accurate description and photos of the product are helpful and necessary.

This way, the interested party can make a quick decision and get in touch with you. Before you post your ad to Zama Shops, please make sure that the content also complies with our Ad guidelines. Don't create false expectations in your buyers and describe your item as accurately and honestly as possible (including condition/defects

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# GET START Selling



## 1. Getting Started

### 1.1 Creating an Account

To get started on Zama Shops, you'll need to create an account. Visit our website or Android & iOS platforms click on the "Sign Up or + icon" button.

Follow the prompts to provide your details and verify your email address.

You can also apply to become a verified user,

Under edit profile in the end of profile you can find (apply to become verified member, click on apply to become a verified member, to submit your request for verification badge on Zama shops, our team will carefully review your account. You can submit another verification request after 30 business days if your application determined as we want to protect your authentic presence, if you think you're being impersonated, please let us know by visiting the by Help line 0335-3366633 or by emailing [info@zamashops.com](mailto:info@zamashops.com) and Contact us.

### 1.2 Navigating Marketplace

Our Marketplace is user-friendly.

Use the navigation menu to explore various categories, search for products, and access your account settings.

Zama shops is an online marketplace where people can buy and sell items. They offer a wide variety of items, including electronics, clothes, and home goods. You can find almost anything on Zama Shops to buy and sell, which makes it a great place to shop for deals, if you would like to buy an item, contact the seller directly and arrange all the details directly with the seller, such as. The purchase price, the payment and the delivery of the goods (collection / delivery).

Once you have reached an agreement with the seller, save a screenshot of the ad to be on the safe side and keep in touch if you have any questions for the seller.

### 1.3 Searching for Products

You can search for products using our search bar.

Enter keywords or browse categories to find what you're looking for.

Fashion & Beauty ✓ Car & Bikes ✓ Real Estate ✓ Electronics ✓ Child & Baby ✓ Furniture ✓ Jobs ✓ Educations ✓ Foods & Services ✓ Health & Care ✓ Animals & Pets ✓ services ✓ Wholesale market ✓ Free Give Away.

## **2. Buying on Zama Shops**

### **2.1 Browsing Listings & Making a Purchase**

Browse through product listings, read descriptions, and check seller ratings and reviews to make informed purchasing decisions.

Please avoid using advance payment, we are not responsible for any deals between buyers and sellers,

Respond precisely and honestly to inquiries from potential buyers and discuss desired payment and shipping methods.

Choose the safest possible payment option and inform the buyer when you expect to ship the item. In this way, any misunderstandings and problems can be avoided right from the start.

**Meeting In-Person or Shipping**

Decide whether you'll meet the buyer in person or ship the item.

If meeting in person, choose a safe and public location.

If shipping, provide accurate shipping information and choose a reliable shipping method.

**Safety Precautions for In-Person Transactions**

Always meet in well-lit public places.

Avoid sharing personal information like your home address or financial details.

Consider bringing a friend along for added safety.

**Packaging and Shipping Guidelines**

Pack the item securely to prevent damage during transit.

Choose appropriate packaging materials, such as bubble wrap or sturdy boxes.

Provide the buyer with tracking information if applicable.

### **2.2 Managing Communications**

**Responding to Messages**

Be prompt in responding to inquiries from potential buyers.

Provide additional information or photos if requested.

**Negotiating Prices**

Be open to negotiating the price within reason.

Remain polite and respectful during price negotiations.

**Confirming Transactions**

Clearly communicate the terms of the transaction, including the item's price, payment method, and delivery options.

Confirm the final details before proceeding with the sale.

### **2.3 How can I report a suspicious user & Product?**

The safety of our users is very important to us. Therefore, we also have corresponding safety instructions on our App and website. If you have had bad experiences with a user or their behavior makes you suspicious, please report this user to us via Report user.

Our goal is to bring interested parties and suppliers together at local level for a common online trade and never lose sight of what defines and shapes us and thus maintain your trust in us.



### **3. Selling on Zama Shops**

#### **3.1 Creating Listings**

To sell on Zama Shops, create detailed product listings with clear images and accurate descriptions.

Set your prices and shipping options.

To sell quickly and safely on Zama Shops, you need to take good pictures of your items, write detailed and accurate descriptions, set a fair price, and ship your items promptly. You should also carefully read the buyer's feedback before selling to them.

Respond quickly to inquiries.

#### **How do I get Top seller badge?**

Top Seller badges help buyers and our community to identify sellers with good selling history on Zama Shops. You can find Top seller badge on your Shop and Profile under View Profile as user and Product view.

#### **Highly rated**

Means that a seller has been rated positively and consistently by other people on Marketplace, You must have received at least 4 ratings that are equal to or greater than 4/5 stars in the last 30 days.

You must have received an average star rating that is equal to or greater than four stars for all ratings.

A seller responds quickly and consistently to messages about their listings, you must have replied to messages on your listings in under an hour on average, on at least 80% of your message threads.

Respond precisely and honestly to inquiries from potential buyers and discuss desired payment and shipping methods.

Choose the safest possible payment option and inform the buyer when you expect to ship the item.

In this way, any misunderstandings and problems can be avoided right from the start.

Refrain from purchase inquiries (e-mail, SMS, WhatsApp) from abroad or from purchase transactions that require payment by check, money transfer or EasyPaisa JazzCash banks or other payment method).

If an interested party contacts us via Call SMS / WhatsApp and refers to an e-mail address, we recommend that you set up contact.

### 3.2 Managing Your Shop and sell faster.

Use the seller dashboard (My Shop Listing) to manage your listings, and communicate with buyers. Ensure prompt responses to customer inquiries.

**There are several strategies you can use to sell your products more quickly:**

- 1: Price competitively:** One of the most effective ways to sell your products more quickly is by pricing them competitively. Research the prices of similar products and make sure your prices are in line with the market.
- 2: Use social media and other marketing channels:** Utilizing social media and other marketing channels can help to promote your products and reach a larger audience on your online store or Shop on our Platform Zama Shops buy & Sell Pakistan.
- 3: Offer promotions and discounts:** Offering promotions and discounts can be a great way to attract buyers to your products. This could include things like free shipping, buy-one-get-one-free offers, or limited-time discounts.
- 4: Create high-quality product listings:** Having well-written, informative product listings and high-quality images can help to attract buyers to your products. Consider hiring a professional writer or photographer to help create these materials.
- 5: Use search by Filters:** Optimizing your product listings for search engines can help to improve their visibility in search results. This can be done by using relevant keywords Product name or by ID number, creating high-quality content can help to discover the product.
- 6: Get featured:** by adding your product on featured listing, to doing this you can get a chance to sell your product faster, we will help you to show your product on the top and to bring more traffic on your store or shop.by using these strategies, and you can sell your products more quickly and effectively.

### 3.3 Handling Your Personal Deals

When you receive an order, package the item securely and meet face to face in public areas.

If you would like to buy an item, contact the seller directly and arrange all the details directly with the seller, such as. The purchase price, the payment and the delivery of the goods (collection/delivery). Once you have reached an agreement with the seller, save a screenshot of the ad to be on the safe side and keep in touch if you have any questions for the seller.

## 4. Customer Support

### 4.1 Contacting Us

If you need assistance or have questions, our customer support team is ready to help. You can contact us through the following methods:

**Email:** [info@zamashops.com](mailto:info@zamashops.com)

**Phone:** +92 3353366633

**Live Chat:** Available on our website during business hours.

**Website:** [www.zamashops.com](http://www.zamashops.com)

### 4.2 Frequently Asked Questions (FAQs)

Check our FAQs section on the website for answers to common queries about buying, selling, and using Zama Shops.

### 4.3 Reporting Issues

If you encounter any issues with the platform, such as fraudulent listings or technical problems, please report them to our support team.

Your feedback helps us maintain a safe and reliable marketplace.

Thank you for choosing Zama Shops as your online buying and selling platform in Pakistan.

We strive to provide you with a seamless and secure shopping experience.

Happy shopping!

