CREATIX

Online Shop Zimbabwe

Customer User Manual

A complete guide to shopping on Creatix

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Languages: This manual is available in three languages. Each section is presented in English first, followed by chiShona, then isiNdebele.

English

1 Getting Started

Creating your account

Welcome to Creatix Online Shop, Zimbabwe's premier online marketplace. This manual will guide you through every step of shopping on our platform, from creating an account to receiving your orders. Creatix offers a wide range of products including electronics, fashion, groceries, and more, with fast nationwide delivery to Harare, Bulawayo, Mutare, and all major cities across Zimbabwe.

Before you can start shopping, you need to create a free account. Your account allows you to track orders, save your delivery details, communicate with our support team, and view your order history. The registration process takes less than two minutes.

How to Register:

1. Go to the Creatix website at www.creatix.com.zw
2. Click the "Register" button in the top right corner
3. Enter your full name, email address, and phone number
4. Create a strong password (at least 8 characters)
5. Click "Create Account" to complete your registration
6. You will be automatically logged in and redirected to the homepage

Note: Keep your email and password safe. You will need them every time you log in to your account.

2 Shopping & Cart

Browsing and adding products

Creatix offers thousands of products across multiple categories including Electronics, Fashion, Health & Beauty, Home & Furniture, Groceries, Sports, and more. You can browse products by visiting individual shops or searching for specific items using the search bar at the top of every page.

When you find a product you like, simply click "Add to Cart" and it will be added to your shopping cart. You can continue shopping and add more items, or proceed to checkout when you are ready. The cart icon in the top navigation bar shows the total number of items in your cart at all times.

How to Shop:

1. Click on "Shops" in the navigation menu to browse all available shops
2. Use the search bar to find specific products by name
3. Click on a product to view its details, images, and price
4. Select color and size options if available, then click "Add to Cart"

5. The cart badge will update instantly showing your item count
6. Click the cart icon to review your items and adjust quantities

Note: You can apply a coupon code in the cart page to get discounts on your order. Look for the "Have a coupon code?" section.

3 Checkout & Payment

Completing your purchase

Once you have added all your desired products to the cart, you are ready to checkout. Creatix uses EcoCash as the primary payment method, making it convenient for all Zimbabwean customers. You can also choose between home delivery or shop collection.

During checkout, you will provide your delivery details including your full name, national ID, email, phone number, delivery address, and city. Then you will send payment via EcoCash to the number shown on the payment page and upload a screenshot of your payment confirmation.

How to Pay with EcoCash:

1. Review your cart and click "Proceed to Checkout"
2. Fill in your delivery details (name, ID, phone, address, city)
3. Select delivery method (home delivery or shop collection)
4. Select payment method as EcoCash
5. Dial *153# on your phone or open your EcoCash wallet
6. Select "Send Money" and enter the EcoCash number shown on the page
7. Enter the exact amount shown on the payment page
8. Take a screenshot of the confirmation message
9. Upload the screenshot in the payment proof section
10. Click "Submit Payment Proof" to complete your order

Note: Always use your full name as the payment reference so we can verify your payment quickly. Your order will be processed once payment is confirmed.

4 Order Tracking

Monitoring your delivery

After submitting your payment proof, your order will be created and assigned a unique order number. You will receive a confirmation email and can track your order status at any time. Order statuses include Pending (awaiting payment confirmation), Processing (being prepared), Shipped (on the way), and Delivered (received by customer).

You can view all your orders in the order history section. Each order shows the current status, items purchased, total amount, and delivery details. If you have any questions about your order status, you can send a query to our support team directly from the order page.

How to Track Your Order:

1. Log in to your Creatix account
2. Click on "My Queries" or "Account" in the navigation

3. Select the order you want to track from your order list
4. View the current status: Pending, Processing, Shipped, or Delivered
5. Contact support if you have questions about delivery timing

Note: Orders are typically processed within 24 hours of payment confirmation. Delivery times vary by location: Harare 1-2 days, Bulawayo 2-3 days, other cities 3-5 days.

5 Queries & Support

Communicating with admin

If you have any questions, concerns, or need assistance with your orders, Creatix provides a built-in messaging system that allows you to communicate directly with our support team. You can send new queries, receive replies, and have ongoing conversations — all from your account.

The bell icon in the navigation bar shows a red notification badge when you have unread messages from admin. Click it to go directly to your messages. You can also reply to specific messages by tagging them, similar to how WhatsApp reply works.

How to Contact Support:

1. Log in to your account and click "My Queries" or the bell icon
2. Click "New Query" to start a new conversation
3. Enter a subject and your message, then click "Send Query"
4. Wait for admin to respond — you will see a red badge on the bell icon
5. Click "View" to read the admin's reply
6. Click "Reply" to send a follow-up message
7. You can tag/reply to a specific message by hovering over it and clicking the reply button

Note: Our support team responds to queries within 24 hours. For urgent matters, call +263 776 695 552 or email support@creatix.com.

chiShona

1 Getting Started

Kuvhura akaundi yako

Wakarumbidzwa kuCreatix Online Shop, inoshopha yokutanga muZimbabwe. Tsamba ino ichakutsanangura nhanho nhanho dzose dzekutengesa paplatifomu yedu, kubva pakuvhura akaundi kusvika pakugamuchira maoda enyu. Creatix inopa hudzihwiro hwakawanda hwemibayirwa dzakaita sehondohari, fasheni, zvekudya, uye zvimwe, nokufamba nokukurumidza kunotumirwa kunze kwenzvimbo dzose dzikuru muZimbabwe.

Asati tangwa kutenga, vanofanirwa kuvhura akaundi mahara. Akaundi yenyu inokutenderai kuti muitevere maoda enyu, kuchengeta tsamba dzekutumirwa, kutaurirana nenyika yokubatsira, uye kuona nhoroondo yemaoda enyu. Kuvhura akaundi kunotora kusvika maminitsi maviri chete.

Maitiro Ekuvhura Akaundi:

1. Enda kune website yeCreatix pa www.creatix.com.zw
2. Dzvanya bhatani rekuti "Register" kurudyi rwepamusoro
3. Nyora zita rako rzose, email, nenhamba yefoni
4. Ita password yakasimba (yokwadi ina mavara kana kupfuura)
5. Dzvanya "Create Account" kuti ugumise kuvhura akaundi
6. Uchazo vhurwa akaundi nokutumirwa kpeji yekutanga

Note: Chengeta email nefambiro yako zvakanaka. Uchazvida panguvha dzose paunopinda muakaundi yako.

2 Shopping & Cart

Kutenga nokuisa mubhasketi

Creatix inopa mibayirwa chiuru mudzidziso dzakawanda dzakaita seHondohari, Fasheni, Hutano nokuchena, Pekugara, Zvekudya, Mutambo, uye zvimwe. Ungaita kutenga mibayirwa nekuenda kumashops kana kutsvaga imwe nhamba yemibayirwa uchishandisa bhari rekutsvaga pamusoro pepeji.

Paunowana mubayirwa waunoda, dzvanya "Add to Cart" richoiswa mubhasketi yako. Unogona kuramba wotenga nokuwedzera zvimwe, kana kupinda mukubhadhara paunenge wagadzirira. Bhasketi icon pamusoro inoratidza huwandu hwemibayirwa mubhasketi panguvpa dzose.

Maitiro Ekutenga:

1. Dzvanya "Shops" kumenyu kuti waone mashops ese
2. Shandisa bhari rekutsvaga kuti uwane mubayirwa nezita

3. Dzvanya mubayirwa kuti waone tsamba dzarwo, mifananidzo, nemutengo
4. Sarudza muvara nosaizi kana zvipo, uye dzvanya "Add to Cart"
5. Bhasketi badge ichavandudzwa ichitaridza huwandu hwemibayirwa
6. Dzvanya bhasketi icon kuti utarise mibayirwa yako ugadzire huwandu

Note: Unogona kushandisa coupon code peji yebhasketi kuti uwane dzakwendwa pamutengo weoda yako. Tsvaga "Have a coupon code?" bhaudhi.

3 Checkout & Payment

Kugumisa kutenga kwako

Paungapfura mibayirwa yose yaunoda mubhasketi, wava kugadzirira kubhadhara. Creatix inoshandisa EcoCash seyokubhadhara yokutanga, zvichikonzera kuti zvive nyore kuvagadziri vose veZimbabwe. Unogona zvakare kusarudza pakati pekutumirwa kwemumba kana kuuya kuchitora.

Panguva yekubhadhara, unopa tsamba dzekutumirwa dzakaita sezita, ID, email, foni, kero, uye guta. Zvadaro unotuma mari neEcoCash kuhumbamba yoratidzwa peji yekubhadhara, uye unotora screenshot yekusimudzira kwako.

Maitiro Ekubhadhara neEcoCash:

1. Tarisa bhasketi yako uye dzvanya "Proceed to Checkout"
2. Nyora tsamba dzekutumirwa (zita, ID, foni, kero, guta)
3. Sarudza maitiro ekutumirwa (mumba kana kuchitora)
4. Sarudza EcoCash semaitiro ekubhadhara
5. Daira *153# pafoni yako kana kuvhura EcoCash wallet
6. Sarudza "Send Money" uye nyora nhamba yeEcoCash yoratidzwa peji
7. Nyora huwandu hwemari hwakarongedzwa peji yekubhadhara
8. Tora screenshot yetsamba yokusimudzira
9. Wedzera screenshot mubhaudhi rekupayo proof
10. Dzvanya "Submit Payment Proof" kuti ugumise oda yako

Note: Shandisai zita rako rzose serufujiro rwekubhadhara kuti tikwanise kuyotsvaga nokukurumidza. Oda yako ichaitwa kana kusimbiswa mari.

4 Order Tracking

Kutevera oda yako

Paungatumira proof yekubhadhara, oda yako ichaitwa uye kupihwa nhamba yega yega. Wachatambira email yekusimudzira uye unogona kutevera mamiriro eoda panguvha ipi zvayo. Mamiriro eoda anosanganisira Pending (kutarisira kusimbiswa kwekubhadhara), Processing (kurongwa), Shipped (kutumirwa), uye Delivered (yagamuchirwa).

Unogona kuona maoda ese ako mubhaudhi rekuti nhoroondo yemaoda. Oda yega yega inoratidza mamiriro, mibayirwa, huwandu, netsamba dzekutumirwa. Kana uine mibvunzo, unogona kutuma muvuto kubatsirwa kuti tibatsire.

Maitiro Ekutevera Oda:

1. Pinda muakaundi yako yeCreatix
2. Dzvanya "My Queries" kana "Account" kumenyu
3. Sarudza oda yaunoda kutevera kulisti yemaoda
4. Tarisa mamiriro: Pending, Processing, Shipped, kana Delivered
5. Taura nesupport kana uine mibvunzoenguva yekutumirwa

Note: Maoda anowanzo rongwa mumaawa makumi maviri kana neshanu ekusimbiswa kwekubhadhara. Nguva dzekutumirwa dzinoshanda nokuguta: Harare zuva kana maviri, Bulawayo maviri kana matatu, zvimwe guta matatu kana mashanu.

5 Queries & Support

Kutaurirana ne admin

Kana uine mibvunzo, nungo, kana kuda kubatsirwa namaoda, Creatix inopa system yokutaura inokutenderai kuti utaurirane nesupport timu yedu. Unogona kutuma muvuto, tamba indindano, uye kuve nokutaura kuri kupfuma—kusvika muakaundi yako.

Bell icon kumenyu inoratidza dzima duku dzakasviba paunenge uine mamesiji asina kuverengwa kubva kuna admin. Dzvanya kuti uende mumesiji. Unogona zvakare kupindura muvuto wega wega neku tag.

Maitiro Ekubatsirwa:

1. Pinda muakaundi yako uye dzvanya "My Queries" kana bell icon
2. Dzvanya "New Query" kuti utange mutaurirano mutsva
3. Nyora subject nemuvuto, uye dzvanya "Send Query"
4. Mirira admin kupindura—uchaona duku dzakasviba pa bell icon
5. Dzvanya "View" kuti werenge indindano ya admin
6. Dzvanya "Reply" kuti utume muvuto wekupedzisira
7. Unogona kuita tag/reply kumuvuto wega wega

Note: Support timu yedu inopindura muvuto mumaawa makumi maviri kana neshanu. Kune zvakakomba, ringai +263 776 695 552 kana email support@creatix.com.

isiNdebele

1 Getting Started

Ukuqala ikhompula yakho

Siyamukela kuCreatix Online Shop, iphoyintu yokuqala yaseZimbabwe. Leli themba lizakukhonisa onke amanqamula okuthenga esizakweni sethu, kusukela ekuvuleni ikhompula kufike ekutholeni izinto zakho. Creatix inikezela izinto eziningi kuhlanganise obonjiniyela, izimboni zokugqoka, ukudla, kanye nokunye, ngokuhamba okusheshayo kuzo zonke izindawo eziyisikhungo eZimbabwe.

Ngaphambi kokuthi uqale ukuthenga, kumele uvule ikhompula mahhala. Ikhompula yakho ikuvumela ukuthi ulande izinto zakho, ulondoloze imininingwane yokuhamba, ukhulume nesiqongqothi sethu, kanye nokubona umlando wakho. Ukuvula ikhompula kuthatha amaminithi angaphansi kwamabili.

Indlela Yokuvula Ikhompula:

1. Yiya kwiwebsite yeCreatix nga www.creatix.com.zw
2. Cofa inkinobho ethi "Register" kwesokudla ngaphezulu
3. Bhala igama lakho eliphelele, i-email, nenombolo yocingo
4. Yenza iphasiwedi enamandla (okungenani ubukhulu bezinhlamvu eziyisishiyagalombili)
5. Cofa "Create Account" ukuze uqedele ukuvula ikhompula
6. Uzovulwa ikhompula ngokuzenzakalela uhambiswe ekhasini lokuqala

Note: Gcina i-email nefasiwedi yakho kakhoni. Uzozidinga sonke isikhathi uma ungena ekhompuleni yakho.

2 Shopping & Cart

Ukuthenga nokufaka esikotsheni

Creatix inikezela izinto ezingamakhulu amakhulu kuhlanganise oBonjiniyela, Fashoni, Impilo nokuhlanzeka, Ikhaya nobuso, Ukudla, Emidlalo, kanye nokunye. Ungathenga izinto ngokuvakashela amashophu noma ngokusesha izinto ezithile usebenzisa ibha yokusesha phezulu kwekhasi ngalinye.

Uma uthola into oyithandayo, cofa "Add to Cart" izongena esikotsheni sakho. Ungaqhubeka ukuthenga futhi wengeze ezinye izinto, noma uqhubekele ekukhokheni uma usegqilile. Isithonjana sesikotshi esibhaleni ngaphezulu sikhombisa inani lezinto esikotsheni sakho ngaso sonke isikhathi.

Indlela Yokuthenga:

1. Cofa "Shops" kumenyu ukuze ubone wonke amashophu
2. Sebenzisa ibha yokusesha ukuthola izinto ngamagama

3. Cofa into ukuze ubone imininingwane, izithombe, nenani
4. Khetha umbala nobungako uma kukhona, bese ucofa "Add to Cart"
5. Isikotshi sizovuselelwa ngokushesha sikhombisa inani lezinto
6. Cofa isithonjana sesikotshi ukuze ubuke izinto zakho ulungise inani

Note: Ungasebenzisa ikhodi yamakhophoni ekhasini lesikotshi ukuthola ukwehliswa kwentengo. Fun umbhalo othi "Have a coupon code?".

3 Checkout & Payment

Ukuqedela ukuthenga

Uma usufake zonke izinto ofisayo esikotsheni, usegqilile ukukhokha. Creatix isebenzisa i-EcoCash njengendlela yokuqala yokukhokha, okwenza kube lula kubathengi bonke baseZimbabwe. Ungakhetha futhi phakathi kokulethwa ekhaya noma ukuqoqa esitolo.

Ngesikhathi sokukhokha, uzonikeza imininingwane yokulethwa kuhlanganise igama, i-ID, i-email, ucingo, ikheli, nesidlalile. Bese uthumela imali nge-EcoCash enombolo eboniswe ekhasini lokukhokha, futhi uthathe isithombe-skrini sokugunyaziswa kwakho.

Indlela Yokukhokha Nge-EcoCash:

1. Buka isikotshi sakho bese ucofa "Proceed to Checkout"
2. Bhala imininingwane yokulethwa (igama, i-ID, ucingo, ikheli, isidlalile)
3. Khetha indlela yokulethwa (ekhaya noma esitolo)
4. Khetha i-EcoCash njengendlela yokukhokha
5. Dayila *153# ecingweni lakho noma vula i-EcoCash wallet
6. Khetha "Send Money" futhi bhala inombolo ye-EcoCash eboniswe ekhasini
7. Bhala inani lemali eboniswe ekhasini lokukhokha
8. Thatha isithombe-skrini samagama okugunyaziswa
9. Layisha isithombe-skrini esigabeni sobufakazi
10. Cofa "Submit Payment Proof" ukuze uqedele odolo yakho

Note: Sebenzisa igama lakho eliphelele njengesibonakaliso sokukhokha ukuze sikwazi ukuyaqinisekisa ngokushesha. Odolo yakho izolungwa uma imali iqinisekisiwe.

4 Order Tracking

Ukulandela odolo yakho

Uma uthume ubufakazi bokukhokha, odolo yakho izodalwa futhi iphinze inombolo ebalulekile. Uzothola i-email yokugunyazisa futhi ungalandela isimo sodolo ngesikhathi esinake. Izimo zodolo zihlanganisa Pending (kulinde ukugunyaziswa), Processing (kulungiswa), Shipped (endleleni), kanye Delivered (bamukile).

Ungabona zonke odolo zakho esigabeni somlando. Odolo ngalunye lubonisa isimo, izinto, inani, kanye nemininingwane yokulethwa. Uma unemibuzo, ungathuma umbuzo esiqongqothi sethu.

Indlela Yokulandela Odolo:

1. Ngena ekhompuleni yakho yeCreatix
2. Cofa "My Queries" noma "Account" kumenyu
3. Khetha odolo ofuna ukuyilandela ohlwini
4. Buka isimo: Pending, Processing, Shipped, noma Delivered
5. Xhumana nesiqongqothi uma unemibuzo

Note: Odolo ngokuvamile lungeniswa emahoreni angama-24 ekuqinisekisweni kwemali. Izikhathi zokulethwa ziyehluka: Harare usuku elilodwa kuya kwamabili, Bulawayo amabili kuya kwamatatu, amanye amadolobha amathatu kuya kwamahlanu.

5 Queries & Support

Ukuxhumana no-admin

Uma unemibuzo, izinkinga, noma ufuna usizo, Creatix inikezela isistimu yokuxhumana evumela ukuthi ukhulume no-admin. Ungathuma imibuzo emisha, wamukele izimpendulo, futhi ube nengxoxo ephila—yonke ekhompuleni yakho.

Isithonjana sesiqhembu kumenyu sikhombisa isibhamu esimibalabala uma unemiyalezo engafundki esuka ko-admin. Cofa ukuze uye kumiyalezo. Ungaphendula imiyalezo ethile ngoku-tag.

Indlela Yokuthola Usizo:

1. Ngena ekhompuleni yakho bese ucofa "My Queries"
2. Cofa "New Query" ukuze uqale ingxoxo entsha
3. Bhala isihloko nombuzo, bese ucofa "Send Query"
4. Linda ukupendula—uzobona isibhamu esimibala
5. Cofa "View" ukufunda impendulo
6. Cofa "Reply" ukuthuma umbuzo
7. Ungakhetha ukupendula umbuzo ongumunye

Note: Iqembu lesiqongqothi lipendula emahoreni angama-24. Kwezokuphutha, shayela +263 776 695 552 noma i-ymejli support@creatix.com.