Welcome to 3dCart

Welcome to 3dCart. Shortly you will receive a welcome email which will contain your temporary URL, as well as step by step instructions on getting your store setup. The documentation below will outline the multiple ways to reach technical support. We are here to assist you in every step, including initial setup, design, and marketing so please, don't be shy ☺, and contact support should you have any questions, or suggestions on how we can make our product better. Thank you for your time and your continued business.

Sincerely,
Gonzalo Gil
President and CTO

Getting Started
Once your 3dCart account has been created, a welcome email will be sent to you which will include instructions on how to access your store, and online store administrator.

Your 3dCart account Includes:

Design Help
We will help you design your store, or create a custom design for a fee.

Import of products
We will help you import products to your store if you have them in a database.

Technical Support
Need help? No problem, your account includes unlimited technical support. See the information below for the best ways to get technical support.

Contacting Support:
Support can be contacted via:

a) Email/Ticket System
Simply send an email to support@3dcart.com, or, visit the support site at http://support.3dcart.com. If its your first time visiting the support site, you will need to create an account, simply click on: Register on the top left to get started.

b) Online Chat
If you need a quick answer, try the online chat!. Visit http://support.3dcart.com, if there are available support staff an icon will appear on the bottom right, that when clicked will connect you 1 on 1 with a support technician.

c) Phone
Call 800-828-6650 x3, or, if you are in south Florida 954-582-5080 x3, to speak to support. NOTE: Telephone support is currently available between 9AM – 6PM EST.

Additional Resources:

Knowledgebase:
http://support.3dcart.com/kb/

Downloads:
http://support.3dcart.com/downloads/

Forums:
http://forums.3dcart.com

Contact Information

Support
support@3dcart.com
800-828-6650 x3
954-582-5080 x3 (local)

Sales
sales@3dcart.com
800-828-6650 x1
954-582-5080 x1 (local)

Important Addresses

Web site:

http://www.3dcart.com

Support Site:

http://support.3dcart.com

Forums:

http://forums.3dcart.com

Name servers:

dns1.3dcart.com
209.200.82.64

dns2.3dcart.com
66.98.158.2

dns3.3dcart.com
67.18.135.202

When will I receive my "Welcome email" with my store settings?

The welcome email will arrive within 24 hours. If you setup your account during a weekend, it is possible for the welcome email to not arrive until the following Monday, as billing needs to process your account before we can set it up, and they are only available Monday-Friday.

Will I loose myemail@mydomain.com?

No, your 3dCart account comes with an email server. When you receive the welcome email, you will see instructions on how to setup you email accounts on your new server, so that when you do the transfer of th URL to point to your new store, your emails remain intact.

How long will it take to have my store ready to go "live"?

This depends on how much time you have available. Some of our clients manage to go live within 1-2 days, some take up to 6 weeks. It all depends on how much information you are entering, and how much time you spend on setting up the store design. A safe estimate is 10-14 days.

I would like to setup more stores, is there a discount?

Yes, starting with your second store you will receive 10% off the monthly fee.

How and when will I be billed for the service?

The credit card you gave us when you signed up will be billed every month. The billing will occur on the day you signed up with us your first month. Example: If you signed up on March 20th, your next billing date would be April 20th charged to your credit card. *NOTE*: Our parent company name is *Infomart2000, Corp.* so you may see this in your credit card statement instead of 3dCart.

How do I update my billing information?

Give our billing department a call at 800-828-6650 x3, or local 954-582-5080 x3.

Can I save money by paying in advanced?

Yes, sign up for our year agreement and save 15% off the monthly fee. Contact sales at 800-828-6650 x1 to change to a yearly plan.

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Help us to grow, help your friends get quality service, and get rewarded all at the same time! We realize that word of mouth is probably the best form of advertisement and that our customers are the best ones to talk about the quality of our service to their friends. We are willing to reward our customers who are helping us grow by giving them a free month of service (up to a $100.00 value). Additionally we will give a free month to the referred customer! (with a 3 month commitment)

Your referral will help us grow and continue to provide more and better level of service to you and our other customers.

If you have someone to refer simply have them mention your name/company/email when signing up. Once the customer is contacted and signed up you will receive an e-mail notifying you of your free month credit. There is no limit to the free months you can receive - refer a customer a month to us and get service!

Other ways to help us grow include:

- Linking to 3dCart from your store. (Include a link on the bottom of your pages that links to http://www.3dcart.com).
- Submit your ideas for new features at http://forums.3dcart.com.

Thank you for choosing 3dCart

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