

Service Shop



ACCESS

to 7000+ genuine spares and accessories at competitive prices



RESOLVE

issues remotely through user manuals and do-it-yourself videos



TRACK

orders and deliveries to reduce downtime and improve productivity



My Account & My Orders

- [What are different access types on service shop?](#)
- [What is 'My Account'? How Do I update my information?](#)
- [Who can make changes in my account?](#)
- [What are the customer services hour?](#)
- [What about the Road Permits?](#)
- [Is there an option of changing order once it has been placed?](#)
- [What if the product is different from what I ordered?](#)
- [What do I do if I can't find the part I'm searching for?](#)
- [How can I see my quote History?](#)

• **What are different access types on service shop?**

There is one 'Admin access' given to primary owner of the hospital who makes purchases on the behalf of the hospital. 'Admin' gets the right to purchase, view prices and add more members to the account. 'Purchasing Agent' can view price of equipment and make purchase on portal. 'Account Member' can only view the price of equipment

• **What is 'My Account'? How Do I update my information?**

It is easy to update your Service Shop account by registering yourself and view your orders any time through "My Account". 'My Account' allows you complete control over your transactions on Service Shop

- Manage/Edit your personal data like address, phone number, email ids.
- Change your password
- Track the status of your order

• **Who can make changes in my account?**

The account admin can make changes to your account.

• **What are the customer services hour?**

7 am to 11pm, All Days (Including National Holidays).

• **What about the Road Permits?**

Road permits should be provided by the customer, please mention the permit no. and upload the permit in the documents.

• **Is there an option of changing order once it has been placed?**

Once the order is placed, orders can't be changed until you cancel and send a fresh order.

• **What if the product is different from what I ordered?**

For replacement please contact Customer service. (Details mentioned above)

- **What do I do if I can't find the part I'm searching for?**

If you are unable to find the part you are searching for, you may select "contact us" and describe your issue. You may also contact us by phone.

- **How can I see my quote History?**

You can easily review your quote history on the service shop portal. Go to Under My Account, click on 'Manage my account', and look at quote history, you will see all the quotes you have received. If you are an administrator for your service shop account, you will see all quotes received at your facility.