

E-commerce

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# Userguide

D.O.C. Merchandising



**AUDES**  
BRAND YOU

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# Login and Registration

Follow the link <https://docmerchandising.audes.com> and enter your credentials to log in, then click **Login**.

Important: the platform is for the exclusive use of Presidents and is intended solely for placing centralized orders for their clubs.

## First Access

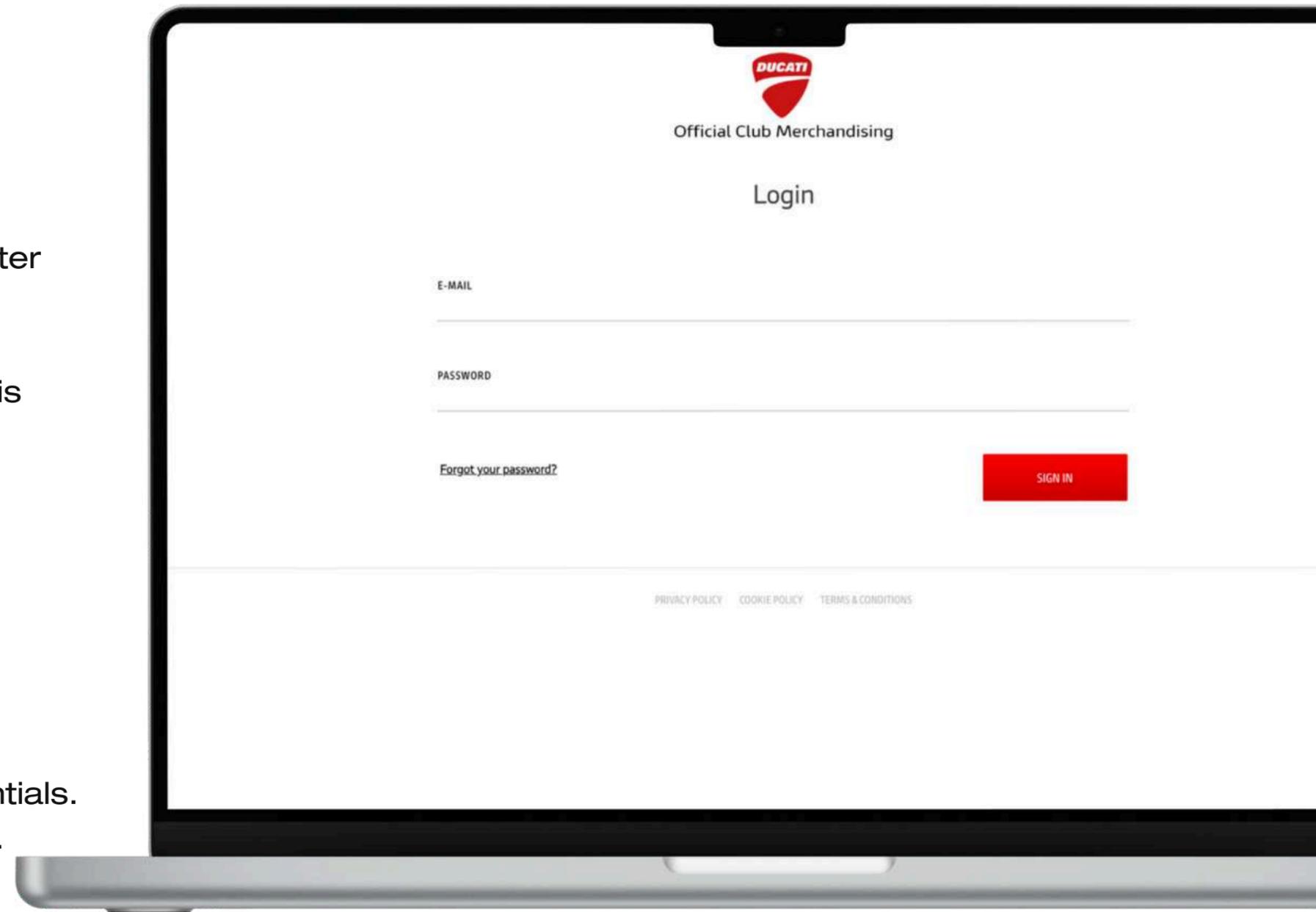
If this is your first time logging in:

- Click on **Forgot Password?**
- Enter the same email address you use to access DCO.

You will receive an email with a link to set your password.

Once created, you can log into the platform with your new credentials.

We recommend keeping them safe to make future access easier.



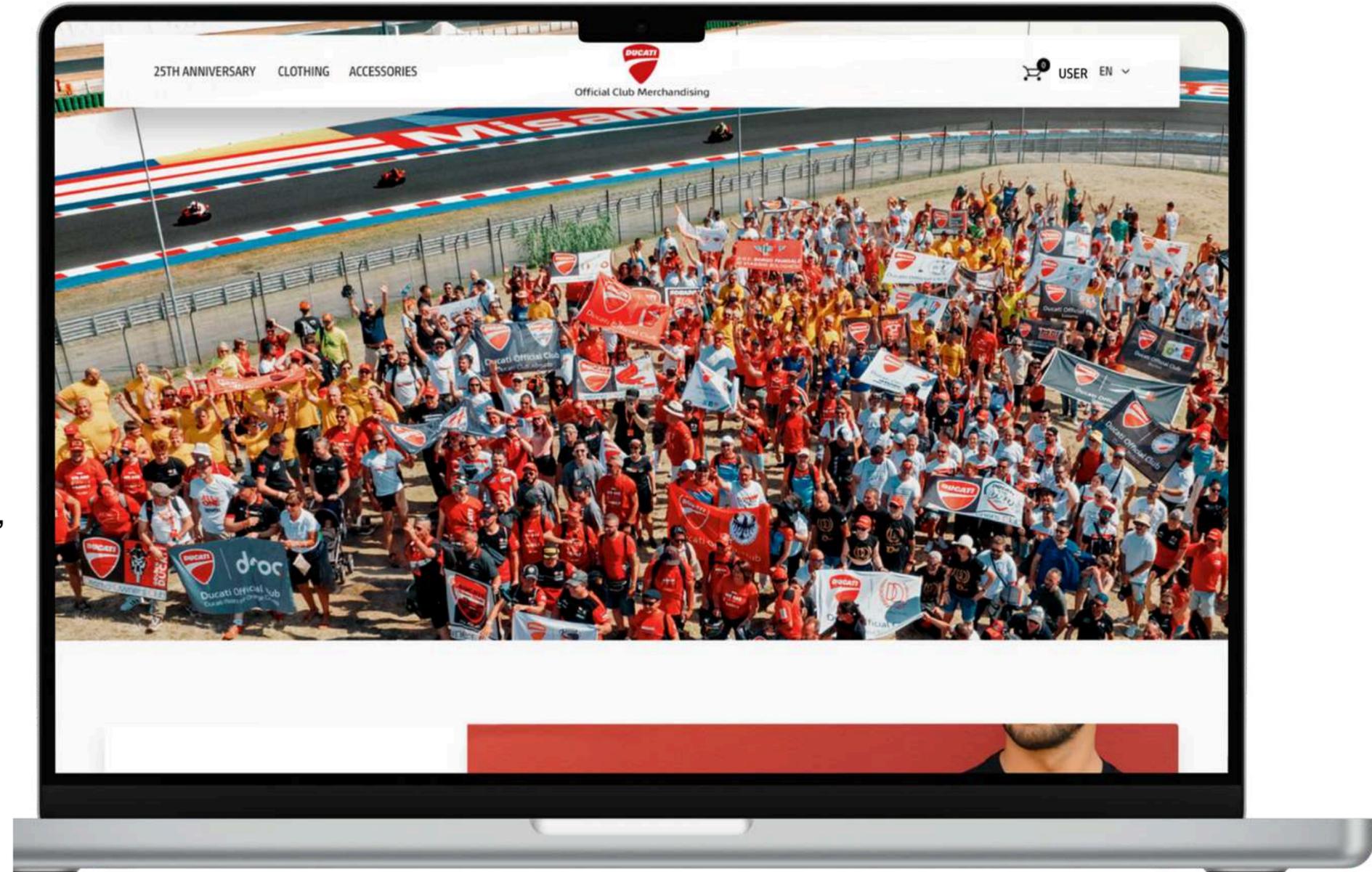
# Homepage

After logging in, you will be directed to the homepage of the website.

From the top navigation menu, you can select your preferred category and explore the range of available items.

On the right side of the navigation bar, by clicking the  icon, you can view your **cart** and proceed with your order.

By clicking on **YOUR NAME** [USER in the example beside], you can access your **account** and related information.



# Items Selection

By entering a category from the navigation menu, you can explore the corresponding range of items.

Clicking on the desired item will take you to the full product page, where you can select the size and quantity you want.

The screenshot shows a website interface for a 25th Anniversary merchandise collection. At the top, a navigation bar includes '25TH ANNIVERSARY', 'CLOTHING', and 'ACCESSORIES', along with a 'DUCATI' logo and 'Official Club Merchandising' text. A user profile icon labeled 'USER EN' is also present. Below the navigation, a large red banner features the text '25th Anniversary' and a person wearing a dark blue t-shirt with a large red '25' on it. The main content area is titled 'Find your perfect style!' and contains a grid of product cards. Each card displays an item, its name, price, and available colors. The items include a hoodie (€55.00), a t-shirt (€28.00), a ceramic mug (€360.00, 24x), a 3D silicone keychain (€50.00, 5x), a metal pin (€90.00, 10x), a sticker set (€50.00, 5x), a baseball cap (€24.00), and a merchandise pack (€85.60, 20% off). The pack includes a t-shirt, a hoodie, and a cap.

25TH ANNIVERSARY CLOTHING ACCESSORIES

Official Club Merchandising

USER EN

## 25th Anniversary

Find your perfect style!

25TH ANNIVERSARY CLOTHING ACCESSORIES

- Hoodie | 25th Anniversary**  
€55.00  
Colors: ● ●
- T-shirt | 25th Anniversary**  
€28.00  
Colors: ● ●
- 24pcs - Ceramic mug | 25th Anniversary**  
€360.00
- 5pc - 3D silicone keychain | 25th Anniversary**  
€50.00
- 10pcs - Metal pin | 25th Anniversary**  
€90.00
- 5pcs - Sticker Set | 25th Anniversary**  
€50.00
- Baseball cap | 25th Anniversary**  
€24.00  
Colors: ● ●
- Pack Merchandising**  
€85.60 (20% off)  
Colors: ● ●

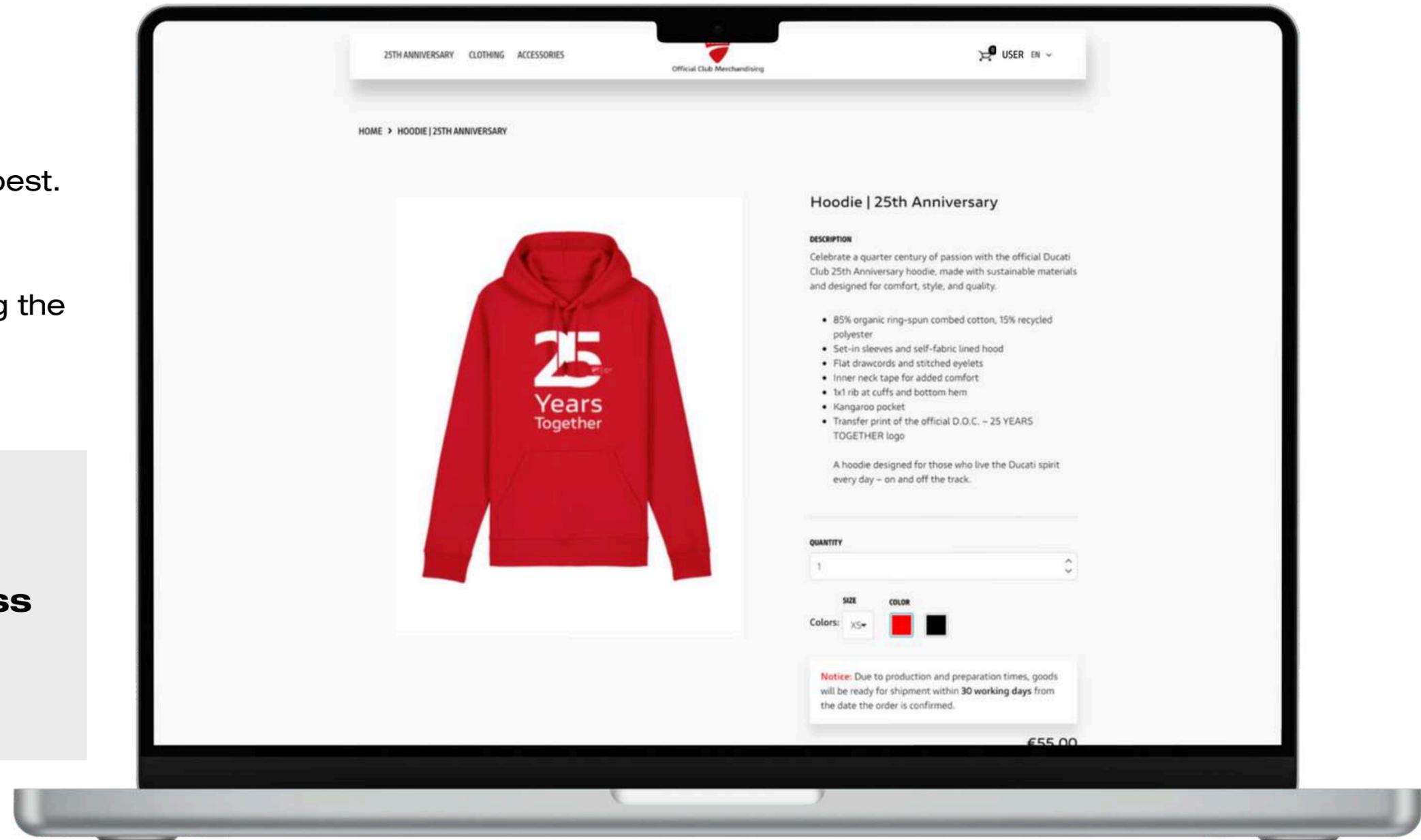
# Product page

Explore all the details of the item, such as the **description** and **composition**.

Check the **size chart** located below the product image to ensure you select the size that fits you best.

Select the size, color, and quantity of the desired items, and finally add them to your cart by clicking the “**Add to Cart**” button.

**Please note:** Due to production and preparation times, the goods will be available for shipment within **30 business days** from the order confirmation date.



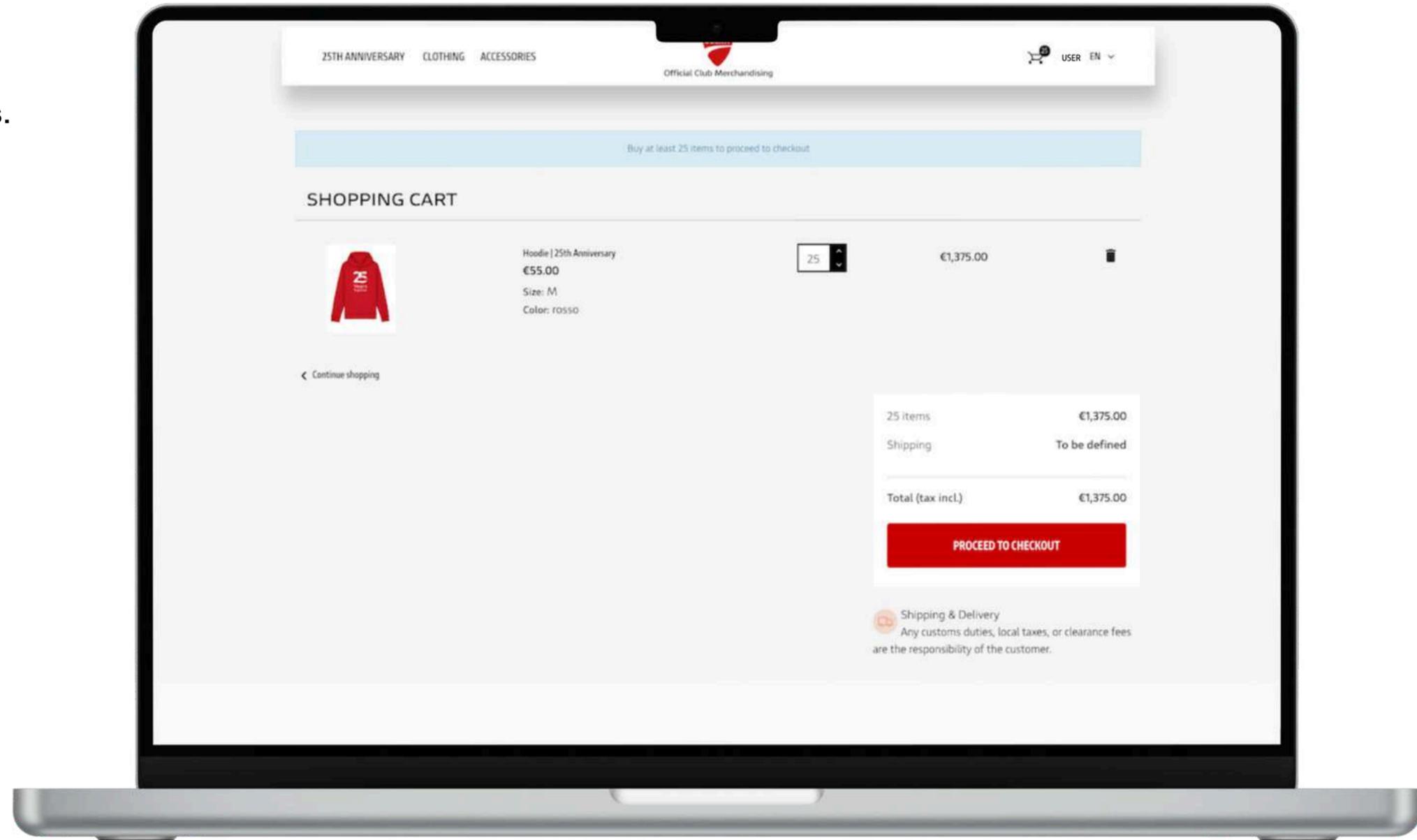
# Cart

In the cart, accessible from the icon in the top right corner, you will find a summary of the selected items.

- The **minimum order** is 25 items.

Note: The “Merchandising Pack 25” kit (T-shirt, sweatshirt, and cap) will be counted as 1 single item

Proceed to checkout by clicking “**Proceed to Checkout**” or continue shopping by clicking “**Continue Shopping**”.



# Checkout

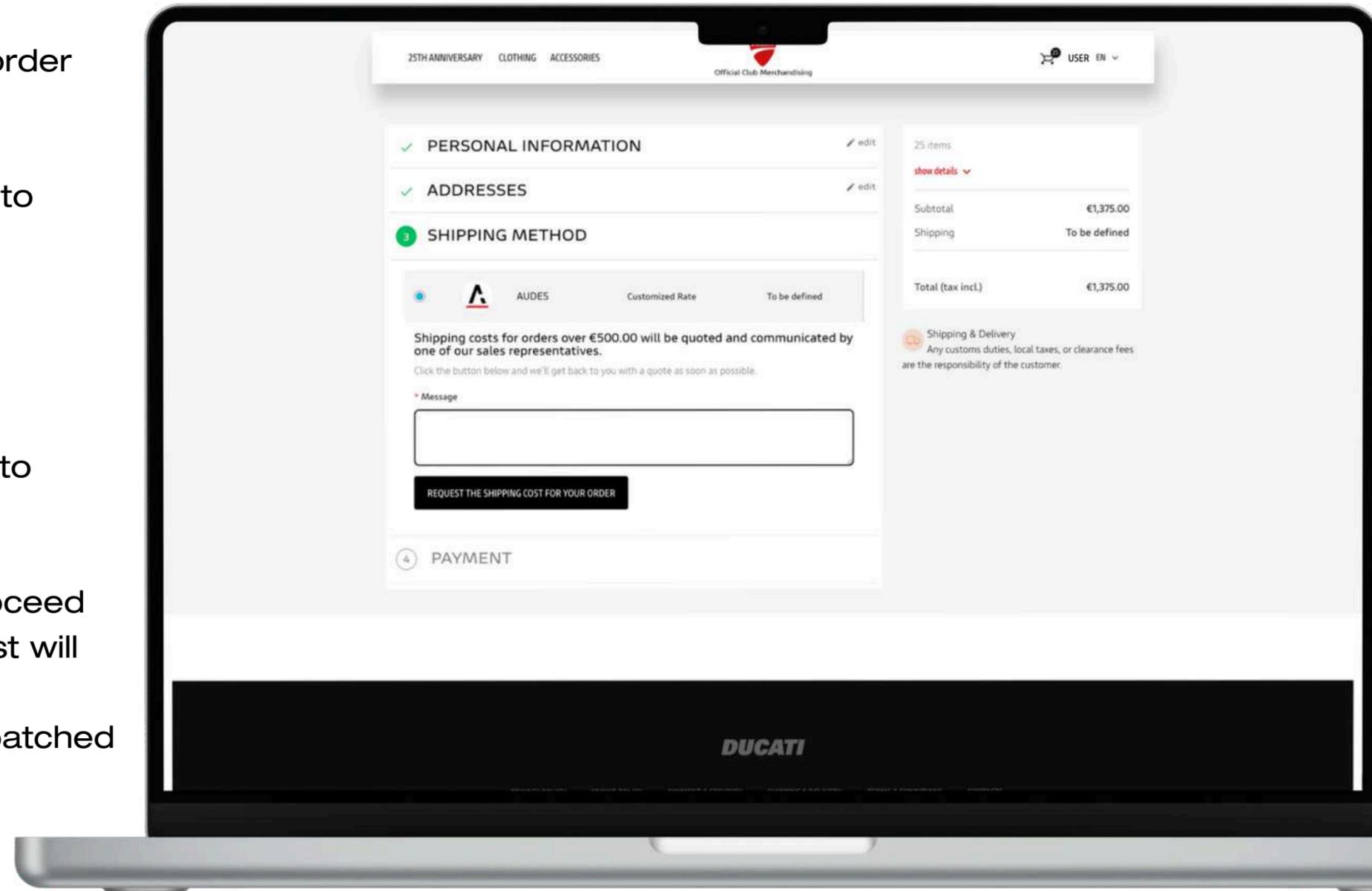
Fill in the required shipping address details to complete your order and click Continue.

Accept the terms and conditions, then click “**Submit Order**” to finalize your purchase.

You will receive a confirmation email.

Note: For orders over €500, **shipping** costs will be quoted separately. In this case, one of our operators will contact you to provide the quote.

- If you accept it, the order will be unlocked and you can proceed with the payment. (If the quote is not accepted, the request will be automatically canceled after 7 business days.)
- Once the payment is completed, the shipment will be dispatched within 30 business days.



# Spedizioni

## Processing Times

Orders are typically processed within 30 business days from confirmation, unless otherwise communicated or in case of product unavailability. Customers will be promptly informed in case of delays.

## Shipping Method

Goods are shipped via express courier. Once the order has been processed, the customer will receive a tracking code to monitor the shipment status.

## International Shipping

We offer international shipping within Europe and to non-EU countries.

Delivery times vary depending on the destination and may be delayed due to customs inspections.

Any customs duties, local taxes, or clearance fees are the responsibility of the recipient.

The customer is responsible for the accuracy of the delivery information and compliance with customs regulations, where required.

Shipping costs and delivery times will be visible during the order process.

Delays due to unpaid customs duties may result in delivery times exceeding the expected schedule.



For any further information, from Monday to Friday between 8:30 AM and 5:30 PM, you can send an email to [docmerchandising@audes.com](mailto:docmerchandising@audes.com).