

PROCESS GUIDE

PDF

1. Order placement

Once you have downloaded the app and started using it by entering the required information, select your delivery address and add the desired products to your cart. Then confirm your order by selecting your preferred payment method. After confirming your order, our couriers will deliver the products you want as soon as possible. For more detailed information, you can visit the [Frequently Asked Questions](#) page.

2. Order modification

Before checkout, you can see the products, delivery method, amount payable and campaign information. If you want to make changes to your order, you can go back to your cart by clicking the back arrow and make changes to your cart. If you change your address information, you will need to create your cart again.

3. Privacy

You can access how Getir uses the information it collects and the rules regarding the protection of information through the "[Privacy Policy](#)".

4. Alternative dispute resolution mechanisms

In disputes that may arise between Getir and the Customer, within the monetary limits determined within the framework of the legislation, the Consumer Arbitration Committees in the place where the Customer and Getir's registered address is located, and in disputes exceeding the monetary limit, Consumer Courts may be applied to.