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# FAQ

## Table of Contents

|                          |   |
|--------------------------|---|
| Basic Navigation.....    | 3 |
| Create an Account.....   | 4 |
| Login to an Account..... | 5 |
| Place an Order.....      | 5 |
| Contact.....             | 8 |
| Additional Help.....     | 8 |
| Coming Soon .....        | 8 |

## Basic Navigation

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The top navigation bar is accessible from every page on the Kiwi Alpine Unlimited website. It is the central point that links users to other pages within the site. The following pages are listed on the navigation bar:

[HOME](#) | [PRODUCTS](#) | [EXPEDITIONS](#) | [ABOUT](#) | [BLOG](#) | [CONTACT](#)

**Home:** The Home page is the main page of the Kiwi Alpine Unlimited website. It serves as an index for all of the pages on the site. Within the home page, users will find links to book expeditions, browse the catalogue, and featured items on sale.

**Products:** The Products page displays the three categories of Kiwi's catalogue: snowboards, skis, and accessories. The user can click any of these sections to browse, purchase, and/or rent all of the items within the respective division of the catalogue.

**Expeditions:** The Expeditions page lists all of the trips Kiwi Alpine Unlimited offers. Users can select a trip and book it from this page.

**About:** The About page includes information about the Kiwi Alpine Unlimited company as well as information about Devil's Peak.

**Blog:** The Blog page tracks Kiwi's company blog as well as a company Twitter application.

**Contact:** The Contact page lists Kiwi's contact information including address (with Google map), phone number, and fax number. This page also has a Contact Us form that allows users to submit inquiries to the company.

Alternatives to the top navigation bar include:

1. The navigation at the bottom of the page

[Home](#) | [Products](#) | [Expeditions](#) | [About](#) | [Blog](#) | [Contact](#)  
[Privacy Policy](#) | [Sources](#) | [FAQ \(pdf\)](#) | [Sitemap](#)

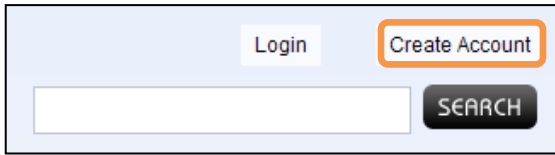
2. The breadcrumb for the products pages

[Home](#) » [Catalog](#) » [Snowboards](#)

## Create an Account

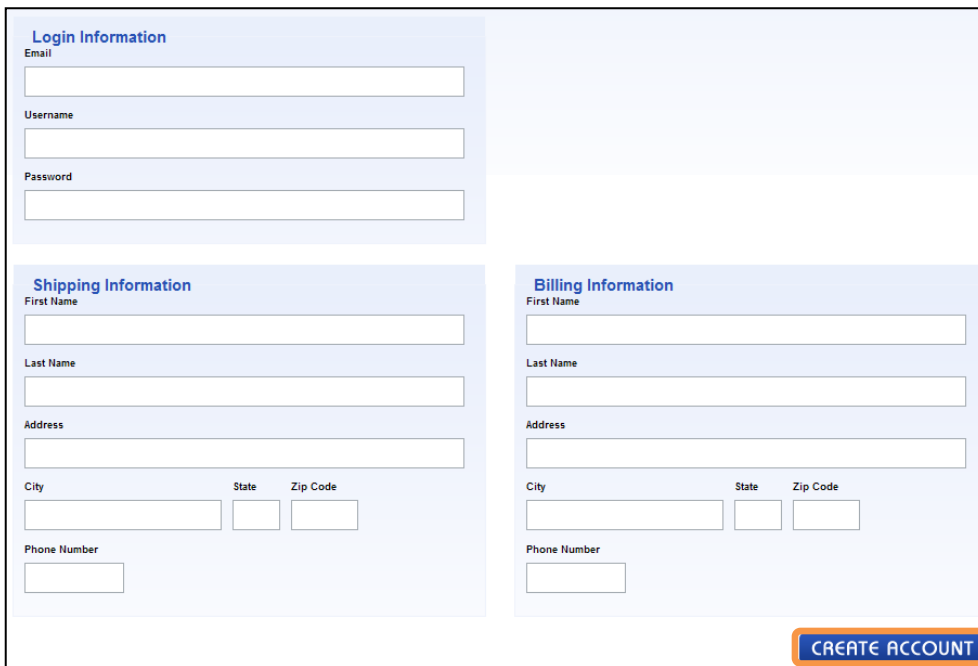
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1. Click the “**Create Account**” button in the upper right-hand corner of the home page.



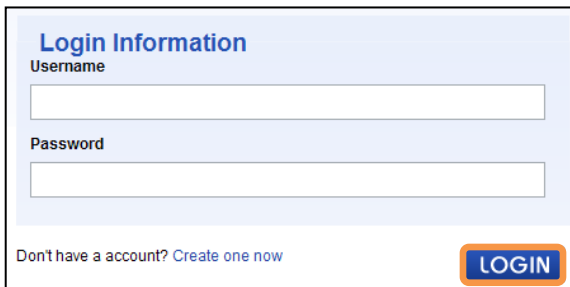
A screenshot of the top navigation bar. It features a search bar on the left, a 'Login' button in the center, and a 'Create Account' button on the right. The 'Create Account' button is highlighted with an orange border. Below the search bar is a 'SEARCH' button.

2. Enter login information, shipping information, and billing information. When all fields are complete, click the “**Create Account**” button.



A screenshot of the account creation form. It is divided into three main sections: 'Login Information', 'Shipping Information', and 'Billing Information'. The 'Login Information' section includes fields for Email, Username, and Password. The 'Shipping Information' section includes fields for First Name, Last Name, Address, City, State, Zip Code, and Phone Number. The 'Billing Information' section includes fields for First Name, Last Name, Address, City, State, Zip Code, and Phone Number. A 'CREATE ACCOUNT' button is located at the bottom right of the form.

3. A confirmation page will appear in which you may login to your new account. Enter your new username and password and click “**Login**” to enter your account.

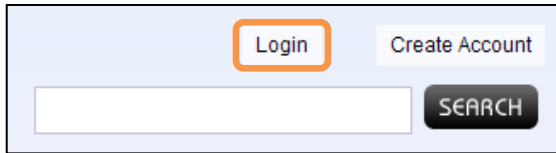


A screenshot of the login confirmation page. It features a 'Login Information' section with fields for Username and Password. Below the fields is a link that says 'Don't have an account? [Create one now](#)'. A 'LOGIN' button is located at the bottom right of the form.

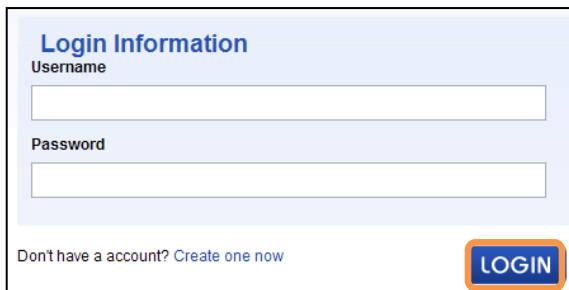
## Login to an Account

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1. Click the “**Login**” button in the upper right-hand corner of the home page.



2. Enter your username and password and click “**Login**” to enter your account.

A screenshot of the 'Login Information' form. The form has a light blue header with the title 'Login Information'. Below the title are two input fields: 'Username' and 'Password'. At the bottom left of the form, there is a link that says 'Don't have an account? Create one now'. At the bottom right, there is a blue button with the text 'LOGIN' in white, which is highlighted with an orange border.

## Place an Order

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1. Click “**Products**” in the top navigation bar.



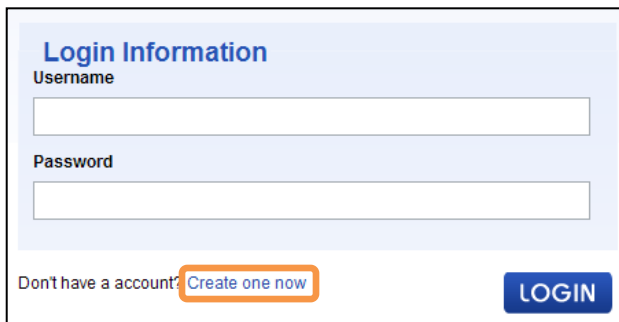
2. Click the “**Browse**” button on the category of products you would like to view. The snowboards section is selected in this example.



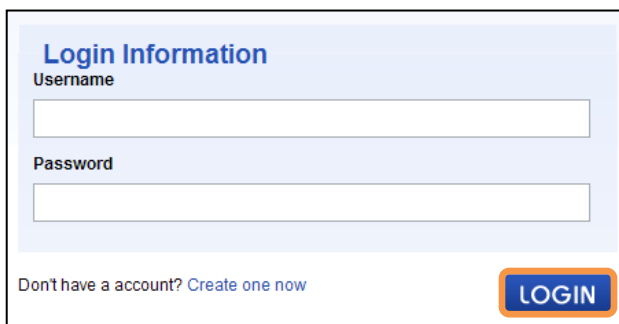
- Click on the link below the item you wish to purchase.



- Select the quantity you wish to purchase from the dropdown menu and click “**Add to Cart**”. If you have already signed in, skip to step 7. Otherwise, you will be redirected to sign into your account. PLEASE NOTE: You must have an online account with Kiwi Alpine Unlimited to add items to your cart. If you do not, click the “**Create one now**” link and refer to the Create an Account section of the manual.

The image shows a login form with a light blue header containing the text 'Login Information'. Below the header are two input fields: 'Username' and 'Password'. At the bottom left, there is a link that says 'Don't have an account? Create one now', where 'Create one now' is highlighted with an orange border. At the bottom right is a blue button with the word 'LOGIN' in white capital letters.

- Sign in to your account with your user name and password and click “**Login**”.

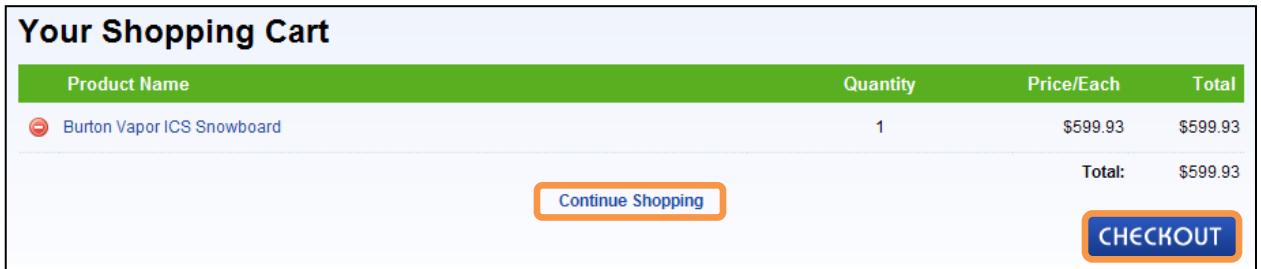
The image shows a login form with a light blue header containing the text 'Login Information'. Below the header are two input fields: 'Username' and 'Password'. At the bottom left, there is a link that says 'Don't have an account? Create one now'. At the bottom right is a blue button with the word 'LOGIN' in white capital letters.


- You will be redirected to the products page at which point you will select the quantity you wish to purchase from the dropdown menu and click **“Add to Cart”**.



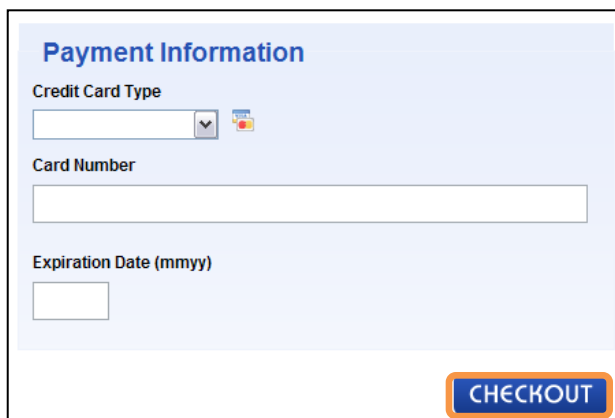
Quantity: 1

- Your items will be added to your shopping cart. At this point, you may choose to either continue shopping by clicking **“Continue Shopping”** or checkout by clicking **“Checkout”**. If you continue shopping follow steps 1-6 until you are ready to checkout. If you choose to checkout continue with step 8.





| Product Name                                                                                                 | Quantity | Price/Each | Total    |
|--------------------------------------------------------------------------------------------------------------|----------|------------|----------|
|  Burton Vapor ICS Snowboard | 1        | \$599.93   | \$599.93 |
| Total:                                                                                                       |          |            | \$599.93 |

- Your account and shipping information are auto populated with the information saved in your account. Continue the checkout process by entering your payment information. This includes selecting a credit card type, entering the card number, and expiration date. Once all fields are complete, click **“Checkout”**.



**Payment Information**

Credit Card Type  
  

Card Number

Expiration Date (mmyy)

- When an order is processed successfully a confirmation page will be displayed.

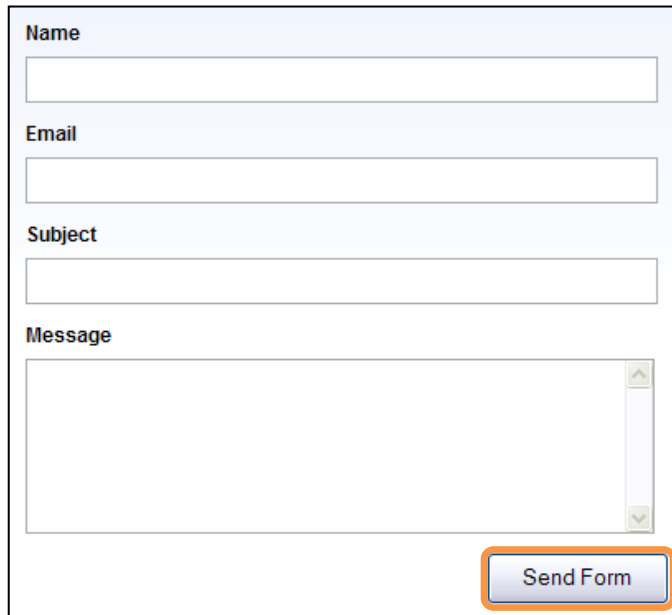
## Contact

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1. Click “**Contact**” in the top navigation bar.



2. Enter your name, email, subject, and inquiry message. Click the “Send Form” button to submit the inquiry.

A contact form with a light blue background. It contains four input fields: 'Name', 'Email', 'Subject', and 'Message'. The 'Message' field is a larger text area with a vertical scrollbar. At the bottom right of the form is a button labeled 'Send Form' with an orange border.

## Additional Help

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For additional assistance, please email [whoiskiwi@gmail.com](mailto:whoiskiwi@gmail.com) or call the Kiwi Alpine Unlimited store at + 64 3 442 4003.

## Coming Soon

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- Rent Equipment Online
- Book Expeditions Online