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ORDERING PROCESS

01

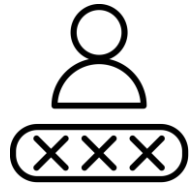
USER REGISTRATION

Sign up and access our platform with these easy steps.

02

ACTIVATION EMAIL

Activation email will be sent to your inbox. Please click on the provided link within the email to activate your account."



03

LOGGING IN

Entering your credentials on a website allows you to log in to your account and start shopping

04

PRODUCT SELECTION

Browse and select products.
View product details,
images,and prices.

05

SHOPPING CART

Add products to your cart.
Review items in your cart and proceed to checkout

06

CUSTOMER INFORMATION

Enter shipping address.
Provide billing information if different and include contact details.

07

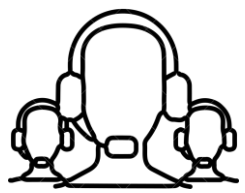
PAYMENT

Select a payment method.
(Prepayment or Paypal)
Review and confirm the total cost.

08

ORDER CONFIRMATION

Receive an email confirmation. Get an order number for reference.



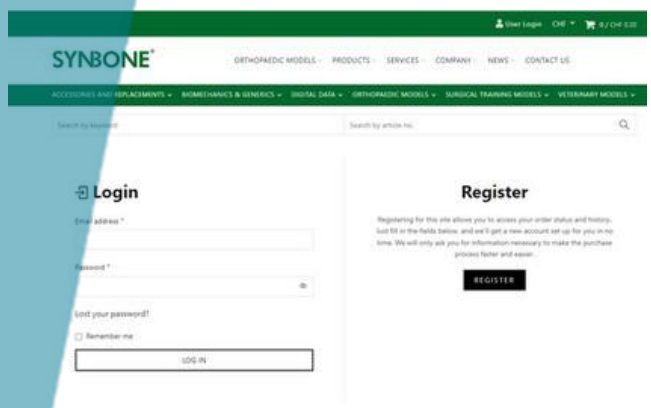
09

CUSTOMER SUPPORT

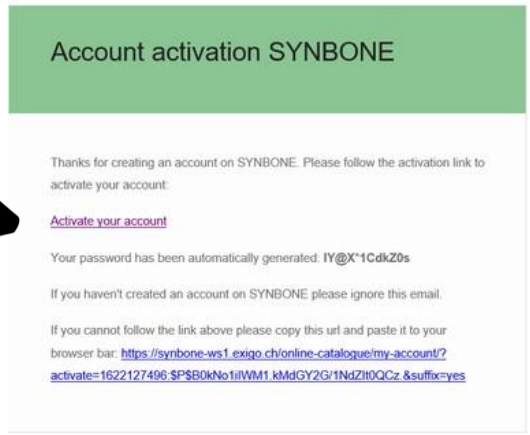
Prepayment: Payment detail & invoice will be provided
PayPal: Pay securely with your PayPal account

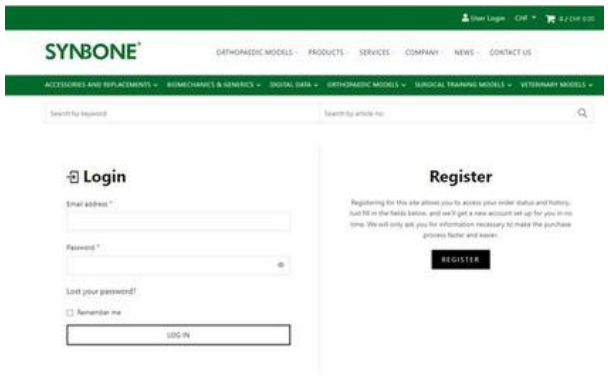
ACCOUNT ACTIVATION

USER REGISTRATION



EMAIL RECEIVED

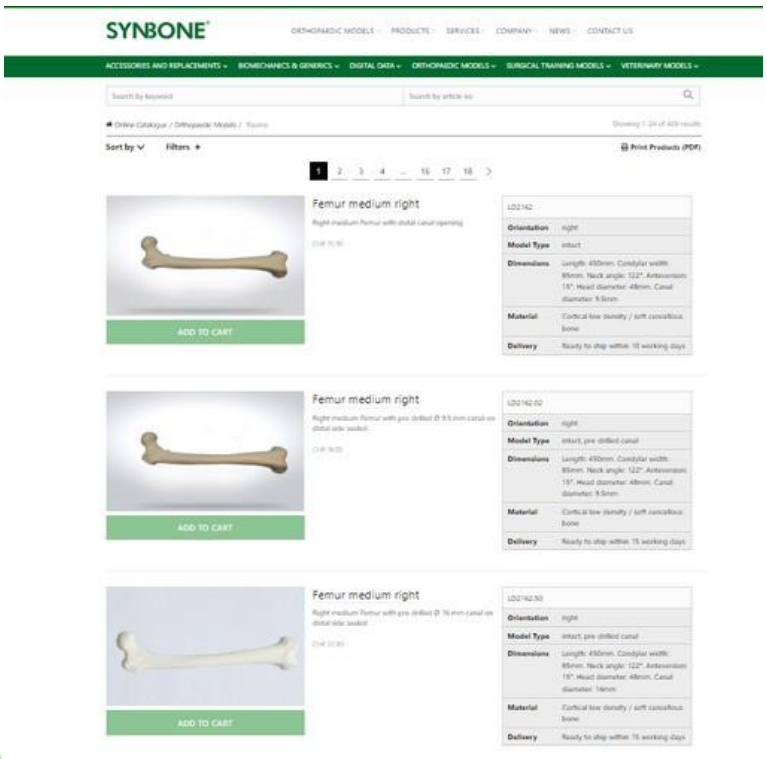


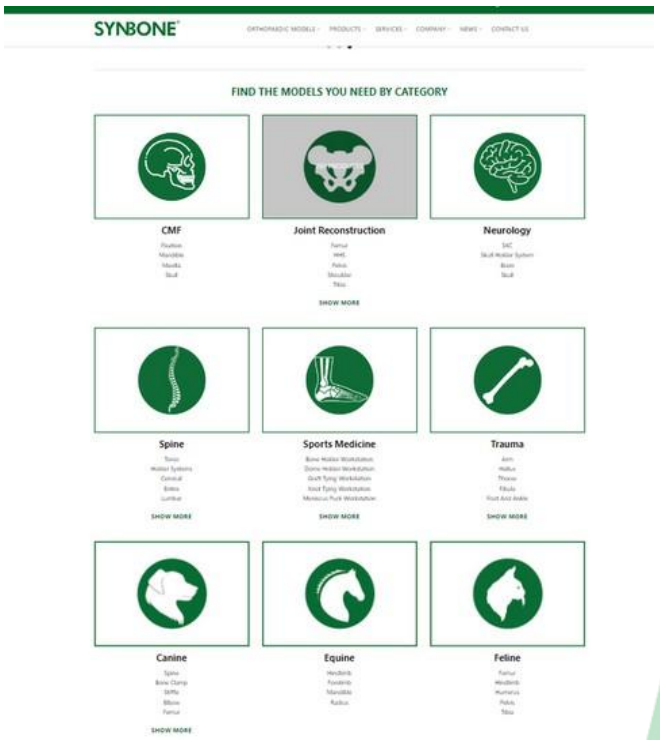


EMAIL NOT RECEIVED

please email our customer service at sales@synbone.com. They will provide temporary activation code

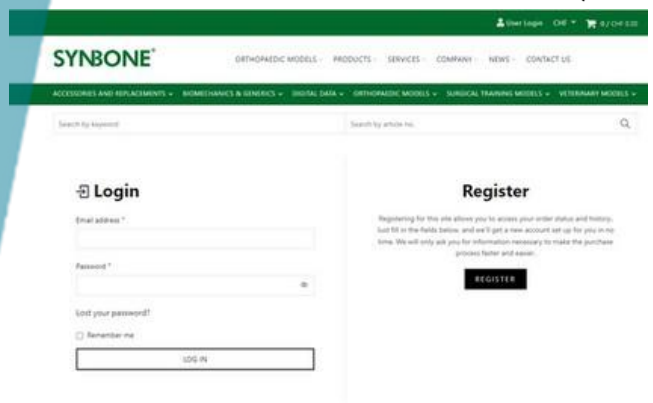
PRODUCT SELECTION



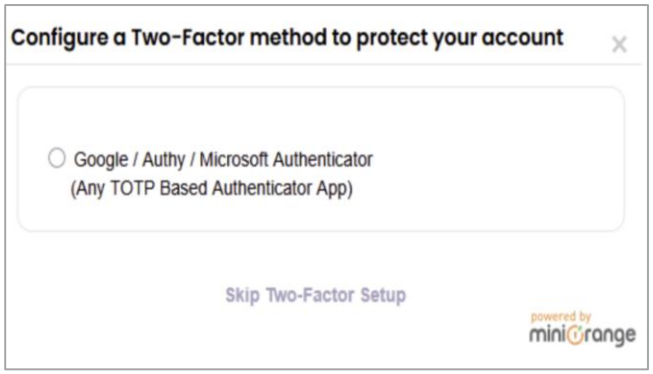


ONE TIME PASSCODE (OTP) OVER APPS

1. LOGGING IN

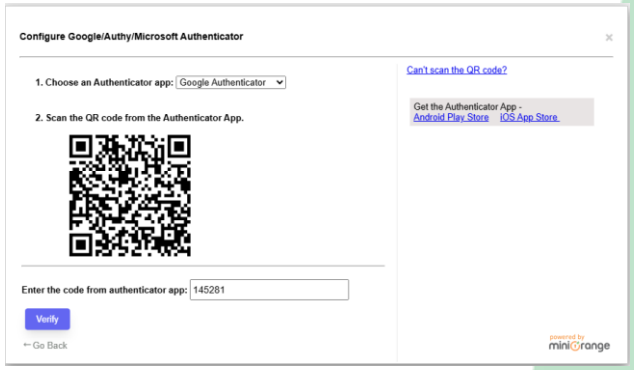


2. SELECT ONE TIME PASSCODE (OTP) OVER APPS

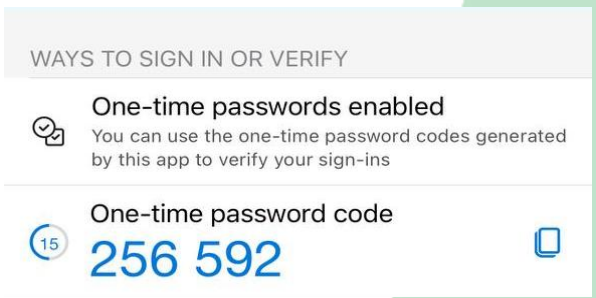


3. INSTALL MICROSOFT AUTHENTICATOR APPS

4. SCAN QR USING AUTHENTICATOR APPS

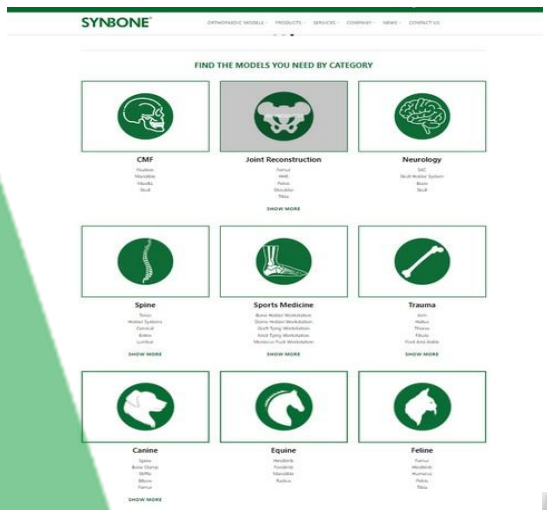


5. ONE-TIME CODE



6. OTP VALIDATION

7. PRODUCT SELECTION OVERVIEW



RE-SELECT MULTIPLE FACTOR AUTHENTICATOR (MFA)

If you like to change MFA mode, please email our customer service at sales@synbone.com for the help.

FAQ – ACCOUNT PROBLEM SUPPORT

1. Account Activation

If email not received, please email our customer service at sales@synbone.com.

They will provide temporary activation code.

2. What is MFA?

Multi Factor Authentication (MFA) is a security process where a user provides two or more different verification factors to gain access to an account or application. Instead of just relying on a password, which can be easily stolen or compromised. MFA adds multiple layers of protection to keep your data.

3. One time passcode (OTP) over Microsoft Authenticator Apps

If the passcode not received, please email our customer service at sales@synbone.com to reset the MFA mode options.

4. One time passcode (OTP) over personal email

If the passcode not received, please email our customer service at sales@synbone.com to reset the MFA mode options.

5. Lost Authenticator App or changed mobile phone.

If you have lost / uninstalled app or changed mobile phone, please email our customer service at sales@synbone.com to reset MFA mode options.

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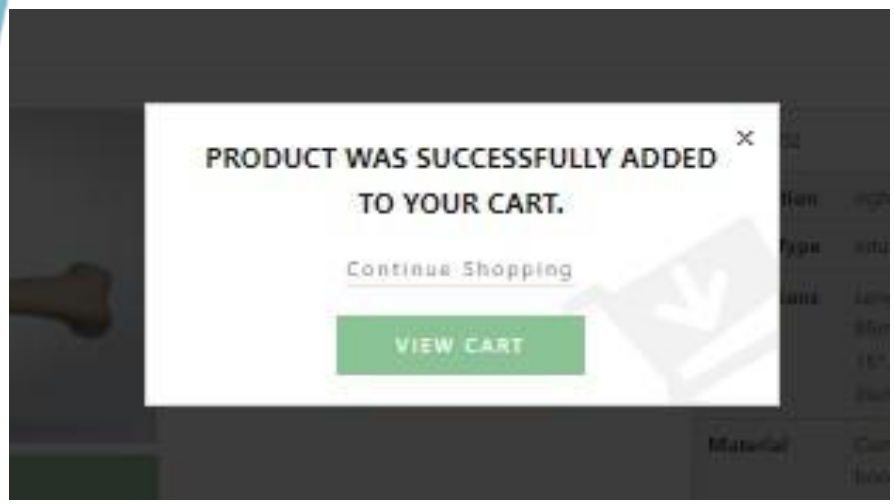
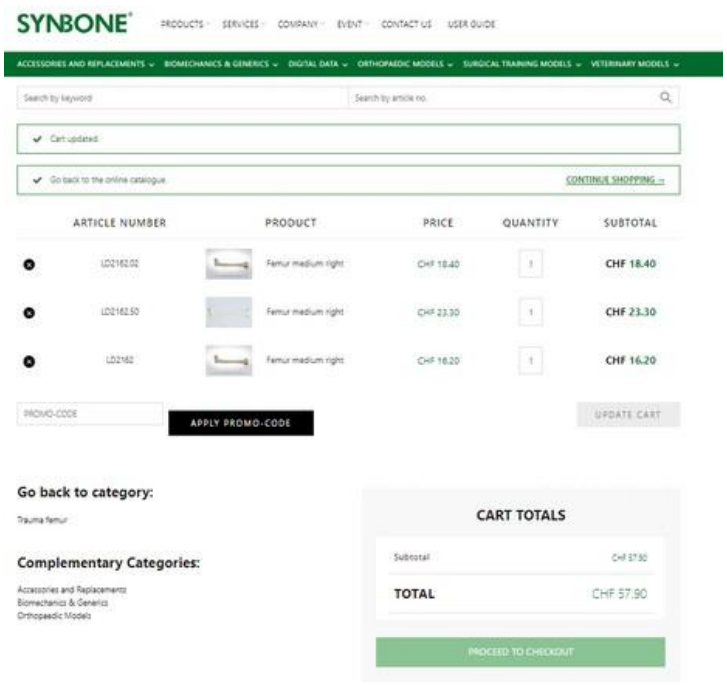
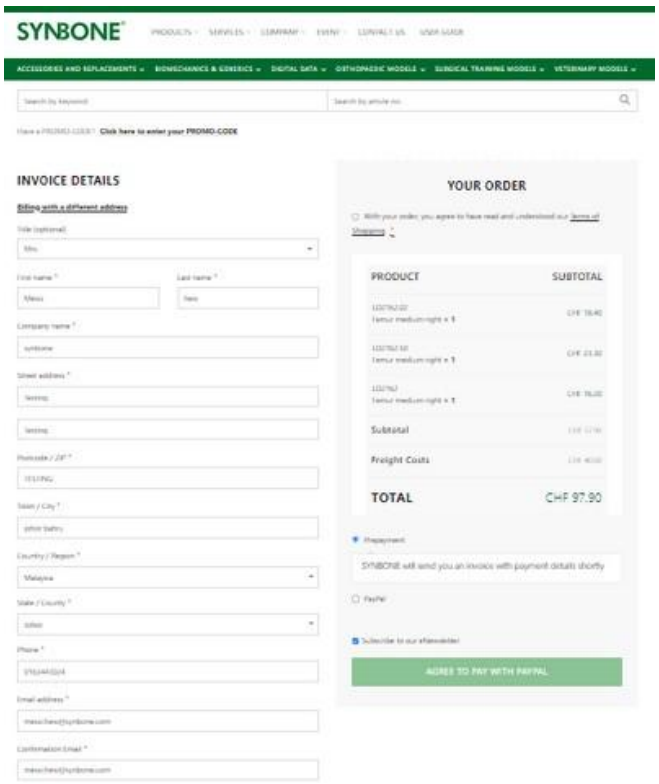
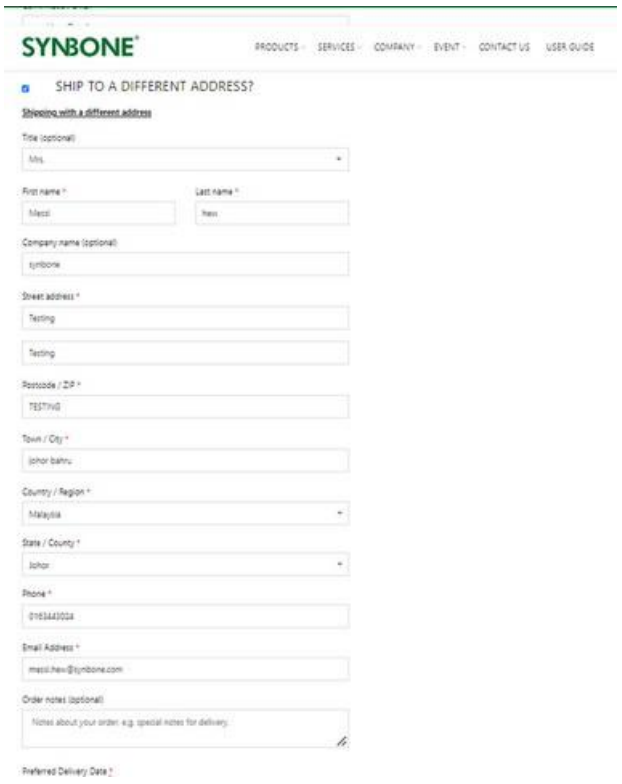
SHOPPING CART





CUSTOMER INFORMATION





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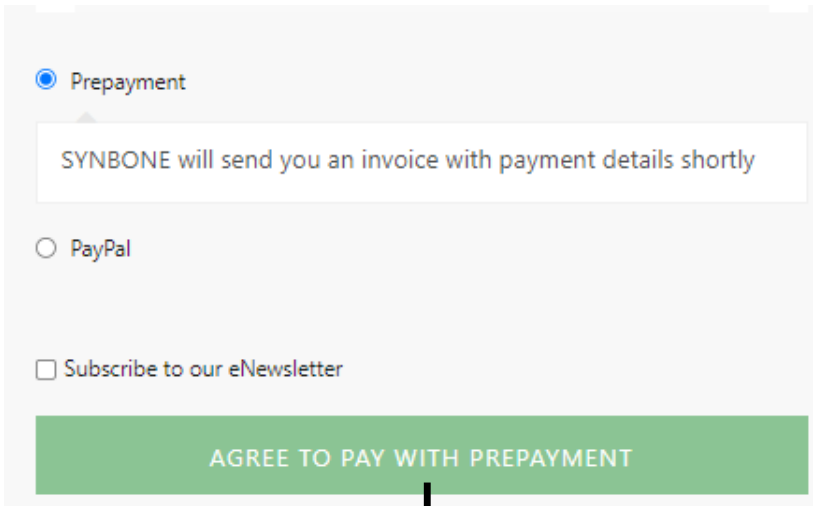
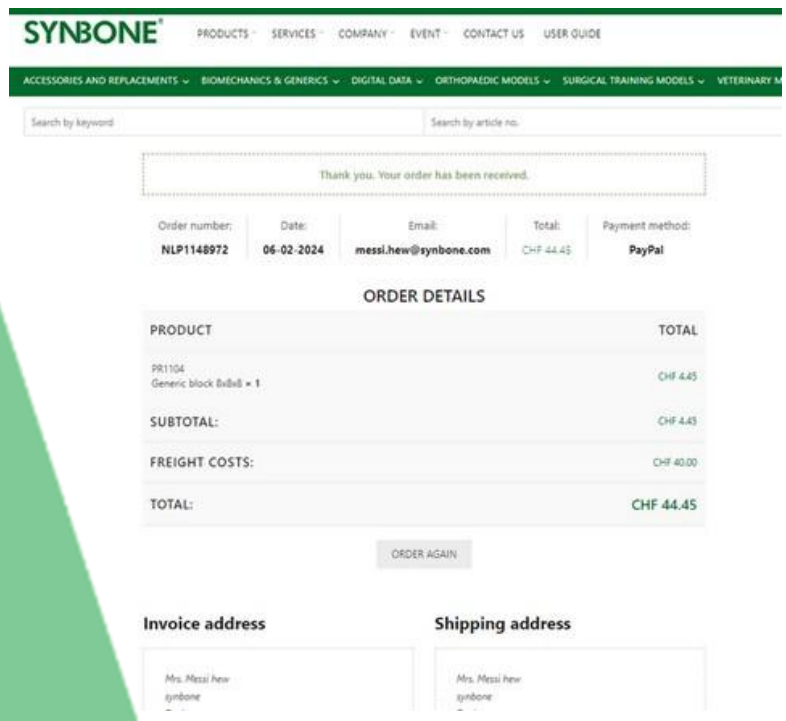
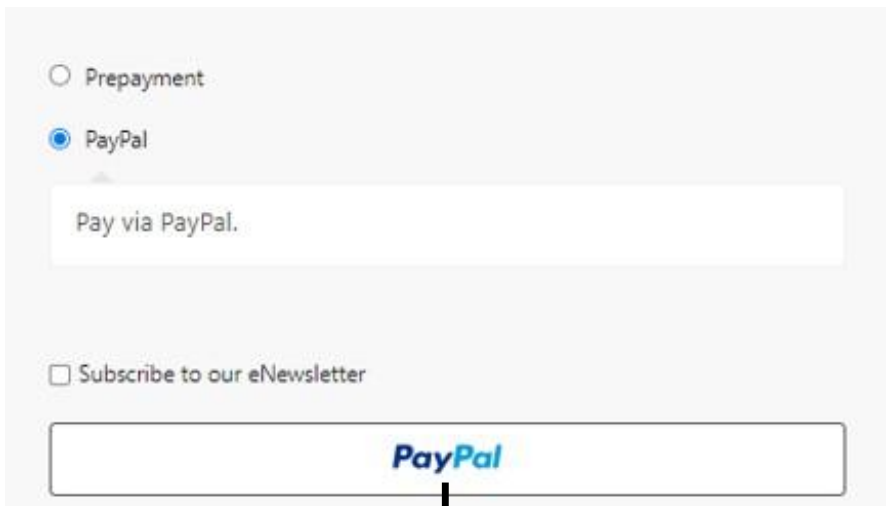
PAYMENT STAGES

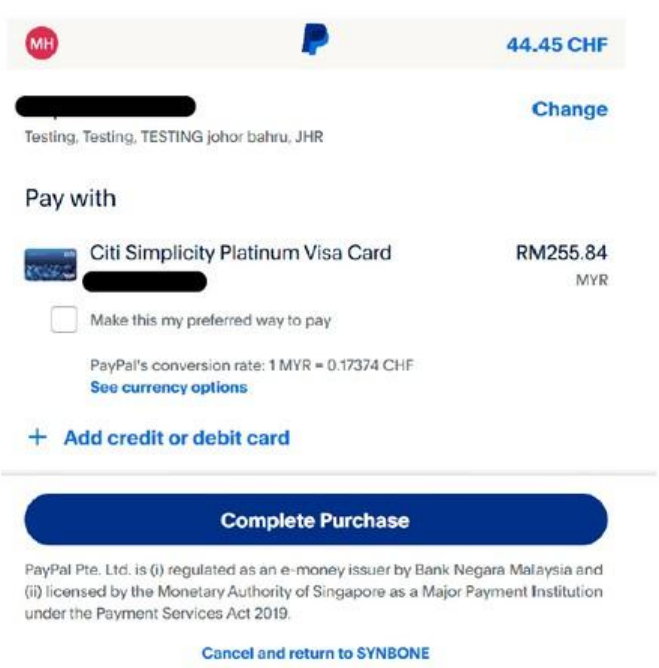
❶ PREPAYMENT





❷ PAYPAL





ORDER CONFIRMATION

① PREPAYMENT

SYNBONE eShop order

You've received the following order from Messi hew:

eShop order number #NLP1148955

Product	Quantity	Price
LD2162.02 Femur medium right	1	CHF 18.40
LD2162.50 Femur medium right	1	CHF 23.30
LD2162 Femur medium right	1	CHF 16.20
Subtotal:		CHF 57.90
Freight Costs:		CHF 40.00
Total:		CHF 97.90

Preferred Delivery Date: 10-02-2024

Payment Method: Prepayment

② PAYPAL

Payment received

Hi there. Thank you! We have successfully received your payment for order NLP1148972. Your order is now being processed.

Messi hew (messi.hew@synbone.com) created an order in SYNBONE eShop.

SYNBONE will send you the order confirmation with the payment details shortly

eShop order number #NLP1148972

Product	Quantity	Price
PR1104 Generic block 8x8x8	1	CHF 4.45
Subtotal:		CHF 4.45
Freight Costs:		CHF 40.00
Total:		CHF 44.45

Preferred Delivery Date: 07022024

Payment Method: PayPal

CUSTOMER SUPPORT

PREPAYMENT INVOICE

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To :
[redacted]
South Korea

SYNBONE AG
Tardisstrasse 199 7205 Zizers Switzerland
Phone +41 81 300 02 80
sales@synbone.com - www.synbone.com
Co. Reg. No.: CHE-106.247.580
VAT ID No.: CHE-106.247.580 | DE344948777

Page 1 of 2

Document Date : 05 February 2024
Customer No : CUS-022410
Cust.Contact :
Cust. VAT ID No. :
Your Reference : SYN5544
Sales Person : [redacted]
Contact Person : [redacted]

Prepayment Invoice SPI-002098
Order No. SOR-006982

Item	Article	Description	COO	QTY	UOM	Unit Price (CHF)	Disc.%	VAT Identifier	VAT %	Amount (CHF)
		Customer prepayment 8.1%		1		1,888.50				1,888.50
		Customer prepayment 8.1%		1		274.00				274.00
		Customer prepayment 8.1%		1		583.50				583.50
		Customer prepayment 8.1%		1		508.50				508.50
						Total CHF Excl. VAT				**3,254.50**
						VAT Amount				0.00
						Total CHF Incl. VAT				**3,254.50**

TOTAL CHF THREE THOUSAND TWO HUNDRED FIFTY FOUR AND FIFTY CENTS ONLY.

Prepayment in % : 100
For following order :

IFG-000008	0066	Generic bone cut	MY	30	PCS	24.15				724.50
IFG-000022	0067.02	Generic bone w/ encapsulated oblique fracture	MY	30	PCS	38.80				1,164.00
IFX-020045	6012	Ulna right fractured	MY	30	PCS	16.95				508.50
IFB-040040	LD1149-01	Tibia right distal closed	MY	30	PCS	19.45				583.50

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THANK YOU