

Customer Support

Welcome to You Chic's Customer Support! We are here to assist you with any inquiries, concerns, or feedback you may have about our services.

Q: How do I get started with You Chic?

A: To get started with You Chic, follow these steps:

Download the You Chic App: Begin by downloading our application from your app store.

Login or Register:

Existing Users: If you already have an account, simply enter your phone number and password to log in. You can also select "Remember Me" for quick access in the future.

New Users: If you're new to You Chic, tap "Register Now" and follow the registration process.

Fill in Your Details:

Provide your First Name, Last Name, and select your gender.

Enter a valid phone number and click "Next."

Set Up Your Account:

Enter a valid email address and create a password, then confirm it.

Click "Sign Up" to complete your account setup.

Verify Your Phone Number:

You'll receive an OTP code via SMS to verify your phone number. Enter the code and click "Send."

Q: How do I navigate my account homepage?

A: Once you're logged in, welcome to your account homepage! Here, you're in control. Click on the menu to view or edit your details.

Q: How can I edit my profile?

A: To edit your profile, visit the "My Profile" section. Here, you can access and update your account information, saved addresses, change your password, manage payment methods, and choose your preferred language.

Q: How do I add my address?

A: To make booking appointments easier, click on "Saved Addresses" and use the add button to fill in the required fields. Your address will be a mandatory step during the booking process.

Q: How can I change my password?

A: To change your password, enter a new one, confirm it, then click on "Send." You'll need to enter the OTP code you received and then click on "Save."

Q: What payment methods are accepted by You Chic?

A: You Chic offers multiple payment options, including credit cards, Google Pay, and Apple Pay. Simply enter your payment information and click save to ensure a seamless payment experience.

Q: How can I choose my preferred language?

A: Click on "Languages" to choose your preferred language within the app.

Q: How can I access and use vouchers?

A: Access your active and used vouchers by returning to the main menu and selecting "Vouchers." You Chic offers a variety of voucher types to enhance your experience.

Q: Where can I find You Chic's policies and terms of use?

A: Explore You Chic's policies, terms of use, and feedback by clicking on "About" in the menu.

Q: How can I personalize my profile with an avatar?

A: Personalize your profile by clicking on your Avatar at the top of the menu. You can choose to upload an image from your gallery or take an instant picture.

Q: How can I book an appointment with You Chic?

A: You can book an appointment with You Chic by following these steps:

Booking through the Website:

Visit our website and select the service you wish to book.

Choose a date and time that suits your schedule.

Complete the booking process.

Booking through the You Chic Application:

Browse through categories on your homepage.

Select a category to see a list of available services.

Choose one or more services and click "Add" to continue.

Select your address from the options provided.

Set your desired date and time.

Choose a specific service provider.

Review profiles and select your preferred specialist.

Confirm your appointment details, apply a promo code if available, and enter your payment information.

Click "Book" to confirm your appointment.

Q: How can I book an appointment with a specific service provider?

A: To book with a specific service provider, follow these steps:

Click on the search tab at the bottom of your homepage.

Enter the name of the specialist you're interested in.

Select their name from the search results to access their profile.

Browse through the services they provide, along with available dates and times.

Choose the service that suits you and click "Book."

Q: How do I confirm my booking with You Chic?

A: Confirm your appointment by following these steps:

Confirm the date and time that works best for you.

Enter your phone number for seamless communication.

If you have a voucher code, enter it to enjoy any applicable discounts.

Double-check your payment details.

Once everything looks good, click "Book" to confirm your appointment. Voila! Your booking is complete.

Q: How can I manage my bookings and appointments?

A: Access all your booking-related information by clicking on the "Booking" tab at the bottom of your homepage. Here, you can view your upcoming bookings, access your calendar, and review your booking history.

Q: Can I cancel or reschedule my appointment with You Chic?

A: Yes, you can reschedule or cancel your appointment with You Chic:

To reschedule, go to the "Upcoming Bookings" section, select a new date and time, provide a reason, and click "Save."

To cancel, click "Cancel Booking," enter a reason, and click "Save." Our admins will review your request and notify you of their decision via notifications.

Q: What is the cancellation fee for You Chic?

A: You Chic has a cancellation fee equal to 1% of the total service cost for the appointment. This fee is non-negotiable and non-refundable.

Q: How can I stay updated with notifications from You Chic?

A: Stay updated with important notifications from You Chic by clicking on the "Notifications" button at the top of your homepage. Here, you can view and manage notifications from You Chic admins and service providers.

Q: How does tracking work during my appointment with You Chic?

A: During your appointment, you'll stay informed at every step:

Receive a friendly reminder as your appointment time approaches.

Get notified when your service provider is en route and track their real-time location.

Receive a notification when your service provider arrives at your location.

After the service is completed, confirm the job's completion and rate your service provider through the app.

Enjoy peace of mind and a seamless experience with You Chic's tracking feature. Stay connected and in control every step of the way!