



Troubleshooting Guide

Welcome to the troubleshooting guide for the site www.chimerasd.com. This document provides you with quick solutions and answers to the most frequently asked questions regarding our services.

1.Connection Problems

★ I CAN'T LOG IN TO MY ACCOUNT

- **Solution 1:** Check your email address and password. Make sure they are entered correctly.
 - **Solution 2:** If you have forgotten your password, click on the link **"Forgotten password"** on the login page to reset it.
 - **Solution 3:** Clear your browser's cache and cookies, then try logging in again.
 - **Contact us:** If the problem persists, please send an email to info@chimerasd.com.
-

2.Problems with Payments

★ MY PAYMENT DID NOT GO THROUGH OR WAS DECLINED

- **Solution 1:** Make sure your credit card information is correct.
 - **Solution 2:** Check that your card has sufficient funds or that your PayPal account is funded.
 - **Solution 3:** Contact your bank to check if the payment has been blocked.
 - **Contact us:** If you are still having problems, please contact our customer service at info@chimerasd.com.
-

3.Problems with Orders

★ I HAVE NOT RECEIVED MY ORDER

- **Solution 1:** Check the shipping confirmation email for tracking details.
- **Solution 2:** Check your customer area to check the status of the order.
- **Solution 3:** If the delivery time is exceeded, contact our team at info@chimerasd.com.

★ MY ORDER IS INCOMPLETE OR DAMAGED

- **Solution 1:** Take photos of the products received and attach them to your request.
 - **Solution 2:** Send an email to info@chimerasd.com stating your order number and a description of the problem.
-

4.Technical Problems

★ THE SITE IS NOT WORKING PROPERLY

- **Solution 1:** Try refreshing the page or changing browsers.
 - **Solution 2:** Check your internet connection.
 - **Solution 3:** If the problem persists, contact our technical team via the contact form.
-

5. Frequently Asked Questions (FAQ)

★ CAN I MODIFY AN ORDER AFTER VALIDATION?

- Changes are possible within 24 hours of your order being validated. Contact us at info@chimerasd.com.

★ HOW DO I CANCEL MY ACCOUNT?

- Go to your customer area and click on "Manage my account".
- For any assistance, please contact us.

6. Personalized Assistance

If you cannot find the solution to your problem in this guide, please do not hesitate to contact us directly via:

- **E-mail:** info@chimerasd.com
- **WhatsApp:** [393478306354](https://wa.me/393478306354)

We are here to help you at any time.

Thank you for choosing **Chimera ASD**. We are committed to providing you with an exceptional experience!

Copyright © 2025 Chimera ASD. All rights reserved.