

# TACO! tote!

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FAQ

TACOTOTE!

# FAQs

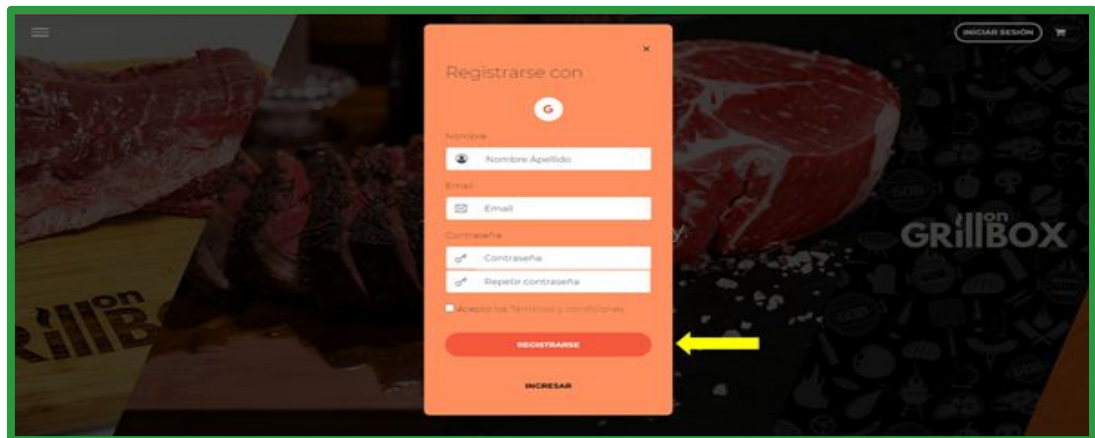
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## How to order on the site?

1. Enter the link: <https://shop.tacotote.com/tacotote>
2. Register
  - 2.1. In the top right click on "LOG IN"



- 2.2. An orange text box appears. Click "REGISTER"



# FAQs

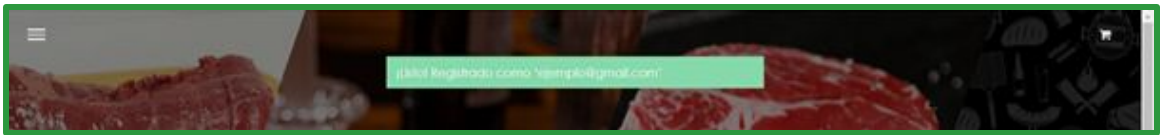
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## How to order on the site?

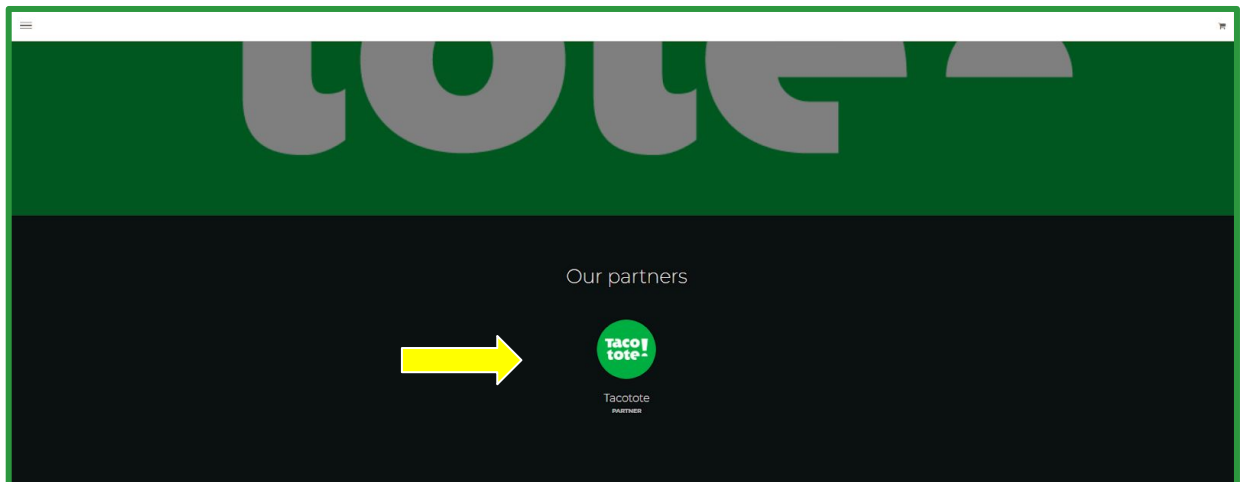
You must fill in the following required fields and agree to the Terms and Conditions.

⚠ Don't use emails with company domains to sign up.  
Example: [john.smith@businessgb.mx](mailto:john.smith@businessgb.mx).

When the registration process is complete, the following message will appear at the top of the screen: "Ready! Registered as [john.smith@gmail.com](mailto:john.smith@gmail.com)"



3. Access Tacotote! partner. At the bottom of the screen.



📄 **NOTE:** You can enter directly with the link:  
<https://shop.tacotote.com/tacotote>

# FAQs

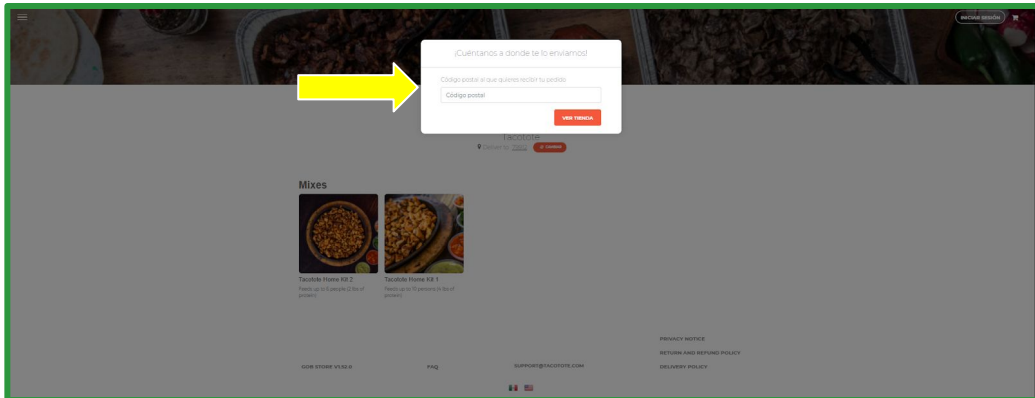
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## How to order on the site?

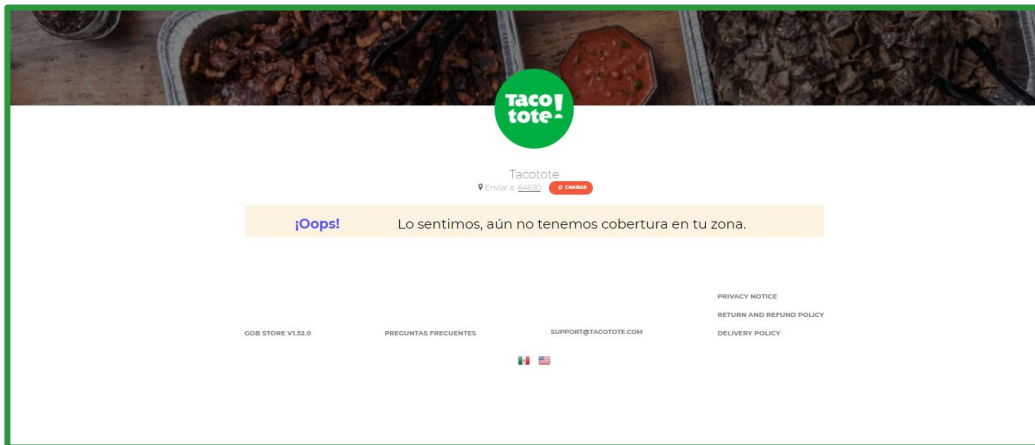
### 4. Enter your ZIP Code



When accessing the desired channel, you will be asked to enter your ZIP Code. It should be noted that we ship throughout the country, however, it is ZIP Code that will determine if it is possible to send orders to the address you want.



If you are not able to ship orders to the entered ZIP Code, a message such as the following will appear:



In this case, if we do not have coverage in the area we are very sorry and hope to get to your locality soon.

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## How to order on the site?

5. Add products to your cart.



Click the item you want to purchase. A box will open with all product information, weight, price and quantity.

Tacotote Home Kit 2

PROTEÍNA (SELECCIONA DOS OPCIONES)  
Min: 2 / Max: 2

Sirloin Incluido	- 0 +
Pollo Incluido	- 0 +
Pollo Adobado Incluido	- 0 +
Bistek Incluido	- 0 +
Puerco Adobado Incluido	- 0 +
Fajita Incluido	- 0 +

Subtotal    Cantidad

\$110.00    - 1 +

**AGREGAR**

The Tacotote Home Kit 2 includes:

- 4 lbs. of delicious seasoned precooked meat (choice of 2 types of meat)
- 40 tortillas (Homemade Corn Tortillas or Pre-cooked Flour Tortillas)
- 6 Tacotote Signature salsas (Choice of 3 types 8 oz. each)
- 2 Sides: Original Tacotote Charro Beans or Refried Beans (48 oz. each)
- Extra: Add 1lb of your choice of meat.

# FAQs

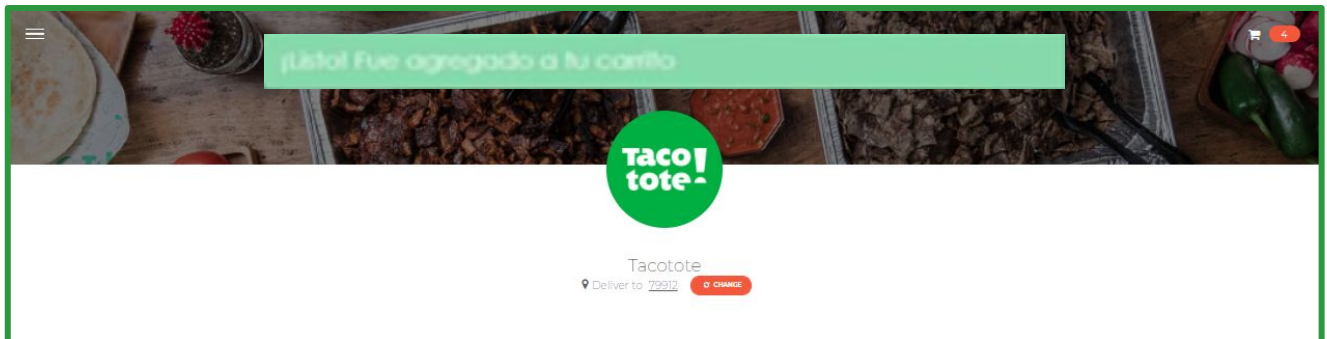
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## How to order on the site?



Add as many products as you want where the yellow arrow is marked. When finished, click the green arrow to **"ADD TO CART"**. A message will appear at the top of the page with the message **"Ready! It was added to your cart!"**.



Add as many products to your cart as you want, just keep in mind that only purchases with a value less than \$500.00 (five hundred usd) can be made.

# FAQs

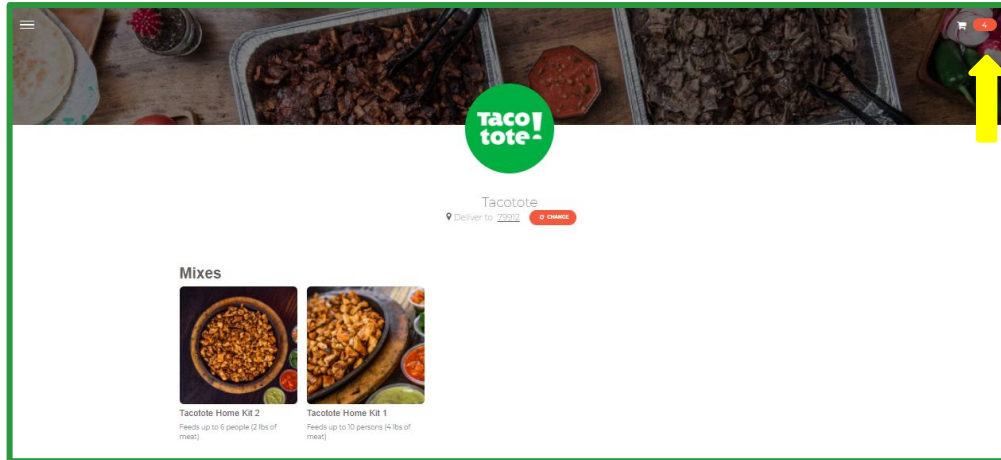
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## How to order on the site?

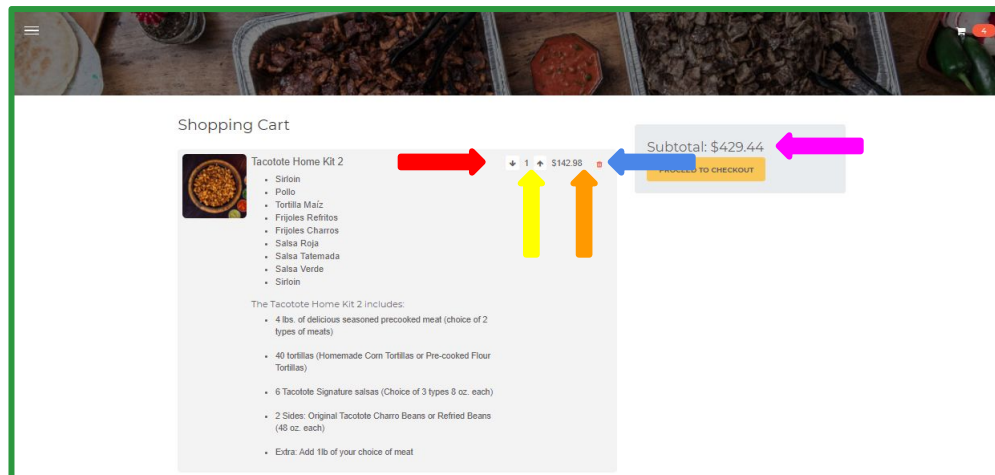
### 6. Payment



In the upper right corner click the cart icon, indicated by the yellow arrow.



Subsequently, all the products you have added to the cart will appear, each with their respective quantity (yellow ) and total cost per product ( orange).



# FAQs

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## How to order on the page?



With the arrows marked in red and blue, you can decrease or increase the amount of the item in question respectively. If you want to take an item out of the cart click on the **"Delete"** icon, which is marked with the green arrow. On the right side of the screen will appear the subtotal (pink), this only represents the cost of all products in the cart, not including the shipping cost. When you're ready, click the **"PROCEED TO PAYMENT"** button, which is marked with a blue arrow.

When you proceed to payment, your cart information will be on the right side (orange), and you will have to enter the address delivery information.

The screenshot displays the 'Complete your order' page. On the left, the 'PAYMENT DETAILS' section is visible, followed by the 'Address delivery' form. The form includes fields for Name (Nombre, Apellido), Cell phone (Celular), Country, Postal Code, Colonia, Street (Calle), External Number (Num. Externo), Internal Number (Num. Interno), and State/City. On the right, the 'Shopping cart' section is highlighted with an orange border and contains four items:

Item	Price
1X TACOTOTE HOME KIT 2	\$142.98
1 Sirloin	
1 Pollo	
1 Tortilla Maiz	
1 Frijoles Refritos	
1 Frijoles Charros	
2 Salsa Roja	
2 Salsa Tatemada	
2 Salsa Verde	
1 Sirloin	
1X TACOTOTE HOME KIT 1	\$83.48
1 Sirloin	
1 Pollo	
1 Tortilla de Harina (20)	
1 Salsa Roja	
1 Salsa Tatemada	
1 Salsa Verde	
1 Frijoles Refritos	
1 Frijoles Charros	
1 Pollo	
1X TACOTOTE HOME KIT 1	\$92.98
1 Sirloin	
1 Pollo	
1 Tortilla Maiz (20)	
1 Salsa Roja	
1 Salsa Tatemada	
1 Chile Jalapeño	
1 Frijoles Refritos	
1 Frijoles Charros	
1 Sirloin	
1X TACOTOTE HOME KIT 2	\$110.00
1 Sirloin	
1 Pollo	
1 Tortilla Maiz	
1 Frijoles Refritos	



# FAQs

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## How to order on the page?

If you choose the option **"At home"**:



Fill in the fields that are requested with the information where you want the order to be sent.



It is extremely important that at the bottom of the form, where the "Additional indications" are displayed, you let us know all the relevant information for the delivery of the order. From "White house with brown garage, it is on the corner of the block" to "This is a birthday gift, it is a surprise. For anything, please contact this number 55 5555 5555" or "I am making this request for another person, his name is John Smith and he can be contacted at this number 81 8181 8181 ". Your information helps us provide you with a better service.

Complete your order

PAYMENT DETAILS

Address delivery


Nombre:  Apellido:  Celular:

Country:  Postal Code \*\*:  Colonia \*\*:

Calle \*\*:  Num. Externo \*\*:  Num. Interno:

Entre calles:

State:  City:

Additional Information 

Agregar como predeterminado

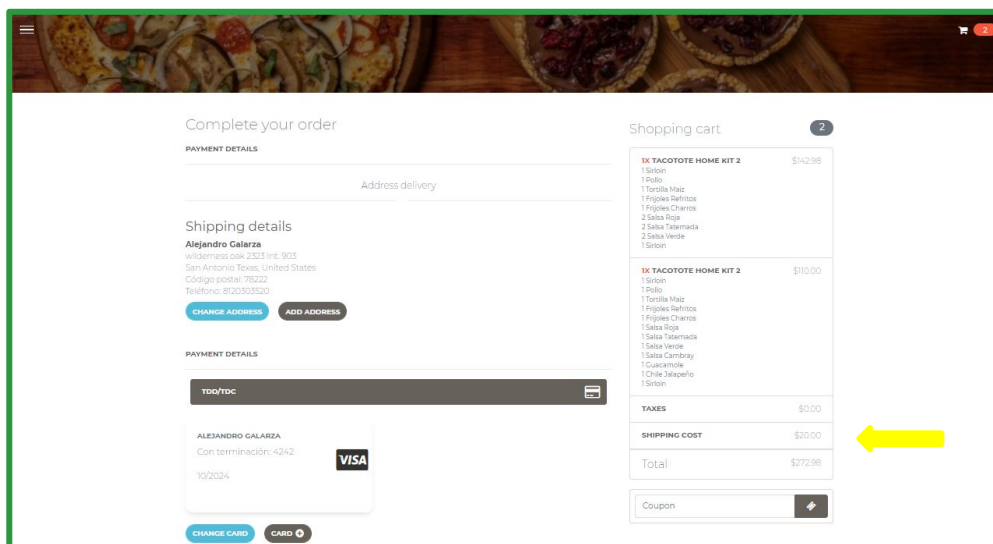
# FAQs

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## How to order on the page?

When you finish filling in the information, click on the blue **"Save"** button at the bottom right of the form.

The following **"Done! Address has been added"** message will appear, along with the full shipping address you added.



The screenshot shows the 'Complete your order' page. On the left, there are sections for 'Address delivery', 'Shipping details', and 'PAYMENT DETAILS'. The 'Shipping details' section shows the name 'Alejandro Galarza' and a full address in San Antonio, Texas. Below this are two buttons: 'CHANGE ADDRESS' (blue) and 'ADD ADDRESS' (gray). The 'PAYMENT DETAILS' section shows a 'TDD/TDC' card and a 'VISA' card. On the right, the 'Shopping cart' section lists two items, each for \$10.00, with a total of \$20.00. A yellow arrow points to the 'SHIPPING COST' of \$20.00. The overall total is \$272.98.

Item	Price
IX TACOTOTE HOME KIT 2	\$10.00
IX TACOTOTE HOME KIT 2	\$10.00
TAXES	\$0.00
SHIPPING COST	\$20.00
<b>Total</b>	<b>\$272.98</b>

You can change the address (choose from the address options you have registered) or add another address (enter information about a new address) in the lower blue and gray buttons, respectively.

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## How to order on the page?

### Shipping costs



As can be seen in the previous image, where the yellow arrow points, the shipping cost is shown. The place of delivery and the weight of the package will determine the shipping cost of the order.

- Texas: Fixed cost of \$ 20 usd
- Rest of the country: WIP - The platform for national shipments is not yet enabled.

Finally, the total cost of the order is indicated by the green arrow.



If you have a discount code, you can enter it at the bottom of the total cost of the order (below the green arrow) where it reads "**Promotional Coupon**". After clicking "Redeem" you will be able to know what the true total of the order is.

# FAQs

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## How to order on the page?

### Payment Method



The payment method that the platform offers is with credit card.

1. Credit or debit card.

Cardholder

Firstname Lastname

Credit or debit card

Número de tarjeta MM / AA CVC

Agregar como predeterminada

CANCELAR AGREGAR

Add your card information. It should be noted that the system accepts all credit cards (including American Express).



The only cards that are rejected by the system are foreign and virtual cards (generated at the moment by banks to make purchases on the Internet).

# FAQs

1


## How to order on the page?

### Delivery dates




**FECHA DE ENTREGA**

Selecciona una fecha de entrega [Más información](#)

DD/MM/YYYY 

Teléfono celular

10 dígitos (LADA y número) [Más información](#)

8661590264 

- **Texas** : Shipments 72 hours after we have received your payments.
- **Rest of the country**: Not yet enabled



The delivery date is approximate, it is subject to change due to availability and may vary due to the fact that the carrier is an external service (24 hour variation).

# FAQs

1

## How to order on the page?

### Order



¿Nos faltó algo?

¡Cuéntanos que más te gustaría ver en nuestra página!

 **ORDENAR 857,24 MXN**

\*Revisa tu correo de confirmación de pedido, ya que será el comprobante de tu orden y te ayudará a darle seguimiento.

If you have any comments for us please let us know. If everything is in order, click on the blue "ORDER" button, this will show the total amount to pay. Ready! Your order has been generated.



Remember to check your order confirmation email, as it will be the proof of your order and will help you follow up.



**Do you still have doubts?  
Contact us!**

You can send us mail to [support@tacotote.com](mailto:support@tacotote.com).

# FAQs

2

## What are the payment methods that you accept?

The payment method available is with credit card.



### 1. Credit or debit card

The system accepts all credit cards (including American Express).

Cardholder

Firstname Lastname

Credit or debit card

Número de tarjeta MM / AA CVC

Agregar como predeterminada

CANCELAR AGREGAR



The only cards that are rejected by the system are foreign and virtual cards (generated at the moment by banks to make purchases on the Internet).

# FAQs

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3

## My order arrived incomplete / damaged or in poor condition, what do I do?

First of all, we regret the situation that has occurred. 

If your order arrived incomplete, please send an email to [support@tacotote.com](mailto:support@tacotote.com) in which you include the following information:



A photograph or video as you received the order

- Your name
- Order ID
- Explanation of the situation: what was it that you lacked?



This record is important for our internal control. A customer service agent will contact you via email or phone call to resolve the situation.

This applies to any type of order.

**Do you still have doubts?  
Contact us!**

You can send us mail to [support@tacotote.com](mailto:support@tacotote.com).



# FAQs

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4

## The system declined my card, what can I do?

It should be noted that the system accepts all cards, including American Express. 



Foreign cards and virtual cards (generated at the moment by banks to make purchases on the Internet) are automatically rejected by the system. Make sure you are trying to pay with a card of national origin and that it is not virtual.

If you are trying to pay with a credit or debit card with the required characteristics and the system declined it, it is for a security issue. Because banks operations are regulated, perhaps someone tried to make a fraudulent purchase with your T.C.

Please check with your bank!

**Do you still have doubts?  
Contact us!**

You can send us mail to [support@tacotote.com](mailto:support@tacotote.com).

# FAQs

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## How long does it take for shipments to arrive?

Shipments must be made in advance in order to secure the order on the expected day. The system will give you the closest date for the delivery of your order, however, this date is subject to change by the parcel service provider.

The average delivery once the purchase order is generated is 72 - 80 hrs.

You can also specify the date you want, as long as it is at least one week apart between the day you created and paid for the order, and the day of delivery.



It should be noted that "national shipments" are not enabled yet.



The delivery date is approximate, it is subject to change due to availability and may vary due to the fact that the carrier is an external service (24 hour variation).

### Do you want to know if we deliver to your home?

Enter your zip code on our page

1. Enter your zip code on our page
2. Access the site
3. Choose the channel you want at the bottom
4. Enter your zip code. (You can change it at the top of the screen, under the channel logo there is an orange button that says "**Change**".)

Do you still have doubts?  
Contact us!

You can send us mail to [support@tacotote.com](mailto:support@tacotote.com).

**Taco!**  
**tote**

# FAQs

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## How can I request an invoice for my order?

To request the invoice of your order you must first take into consideration the following:



Invoices can only be generated after the order has been delivered.

So we kindly ask you to request your invoice after receiving your order.

To generate your invoice please send the following information to this email: [support@tacotote.com](mailto:support@tacotote.com)

- Name
- Amount to invoice
- ID of the order you want to invoice

**Do you still have doubts?  
Contact us!**

You can send us mail to [support@tacotote.com](mailto:support@tacotote.com).