



Citypaq

SHOP ON LINE AND RECEIVE IT IN THE DEVICE OF YOUR COMUNITY URB SOL ANDALUSÍ FASE 1.

**NOMBRE UBICACIÓN: C/ CUESTA DEL PALMAR S/N URB. SOL ANDALUSÍ FASE 1
(NAME OF LOCATION) 29130 ALHAURIN DE LA TORRE-MALAGA**

**CÓDIGO DE MÁQUINA: A2001626D
(HOSTNAME CODE)**

1. REGISTRATION AS USER OF CITYPAQ:

Go to www.citypaq.es and register. Once you are logged in, go to the “favoritos” section. From there, search for the device code name: A2001626D and add it; you can add as many devices as you want (you need to know its Hostname).

Ejemplo:

Citypaq S9000137P

PLATAFORMA LOGISITICA CONSUM QUART DE PO

Marcar como citypaq predeterminado

Utilizar este Citypaq para recibir mi compra

Utiliza estos datos en tu compra online.

Nombre: SNIZENMO miriam

Apellidos: cabr gomez

Dirección :
PRIME SAN ONOFRE 51-53, Local CORREOS
46930 QUART DE POBLET
VALENCIA

Enviar / devolver desde este Citypaq

Saber dónde está el Citypaq

**DIRECCIÓN DE
COMPRAS ONLINE**

2.- Shopping online:

You can buy in two ways:

- **INTEGRATED STORES:** Those that directly offer the delivery option in citypaq; you simply have to select citypaq like delivery option.



- **REST OF STORES:** Use the online shopping address associated with your citypaq.

Citypaq

3.- HOW DO I GET THE ADDRESS OF MY DEVICE?

You can find the address in the section ` Utilizar este terminal para recibir mi compra´ (“Use this device to receive my purchase”). You must make sure that your CityPaq address is preceded with the word **PRIME**

In this case, the associated direction (of shopping online) for this device, has the following form:

NAME: User ID (8 digits’ code) + name and surname.

ADDRESS: **PRIME + C/ ISAAC PERAL Nº 34 + LOCAL CORREOS + 29130 –ALHAURIN DE LA TORRE-MALAGA**

The ID is a unique identifier for each user, and the address is the unique identifier for each CityPaq terminal. When you are going shopping, simply copy and paste this address that you have saved previously in the “favoritos” section, on the ecommerce web where you are making your order with CityPaq delivery selected.

4.- CAN I TRACK MY ORDER?

Once we get your package, we will keep you informed at all time. You can also track your order on the CityPaq web or app, in the section called ´ mis pedidos´ (My orders).

5.- HOW DO I PICK UP MY PURCHASES?

At the time that we leave your parcel in the CityPaq, you will receive a SMS or email with an opening code.

If you have the CityPaq app, you also will receive a notification with the opening code.

NOMBRE UBICACIÓN: **C/ CUESTA DEL PALMAR S/N URB. SOL ANDALUSÍ**

29130 ALHAURIN DE LA TORRE-MALAGA

CÓDIGO DE MÁQUINA: **A2001626D**

If you have any question, call to CityPaq CUSTOMER SERVICE: 915-197-197.

This number phone only attends CityPaq users for any questions or incidents that could have with the service or packages.

For more details, visit the FAQs section in www.citypaq.es .



CONTACT DETAILS TO REPORT ANY INCIDENT IN ANY CITYPAQ DEVICE

You can contact the following departments:

COSTUMER CARE

**915.197.197
Monday to Friday
8:00 to 20:00
Saturday
9:00 to 13:00**

TECNICAL SERVIVE

**citypaq.service@correos.com
Monday to Friday
8:00 to 20:30
Saturday
9:00 to 14:00**