

**REUZEit**



# Buyer Guide

Browse, search, cart and check out — everything a buyer needs  
to find and purchase equipment on REUZEit.

Version 1.2 · June 2026

10 step-by-step use-cases · from the REUZEit Knowledge Center

## Buyer Guide — contents

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This guide collects every buyer how-to from the REUZEit Knowledge Center as one printable reference. Each use-case below pairs a screenshot with the exact steps from its short video. Watch any clip live at [reizeit.com/knowledge-center](https://reizeit.com/knowledge-center).

1. How to browse the REUZEit marketplace
2. How to search & filter the shop
3. How to find products with the AI assistant
4. How to add to cart (separate carts per warehouse)
5. How to check out & create your account
6. How to get live sales help on your quote
7. How to download your quote & pay securely
8. How to track your order & view purchases
9. How to request a shipping quote for international orders
10. How to manage your account & permissions

# Buyer Guide

Browse, search, cart and check out — everything a buyer needs to find and purchase equipment on REUZEit. Each use-case below opens with a short background on what the feature does, then walks you through it step by step with a screenshot of every step.

## 1 How to browse the REUZEit marketplace

A quick tour of the home page: featured products, categories, global search and the shop.

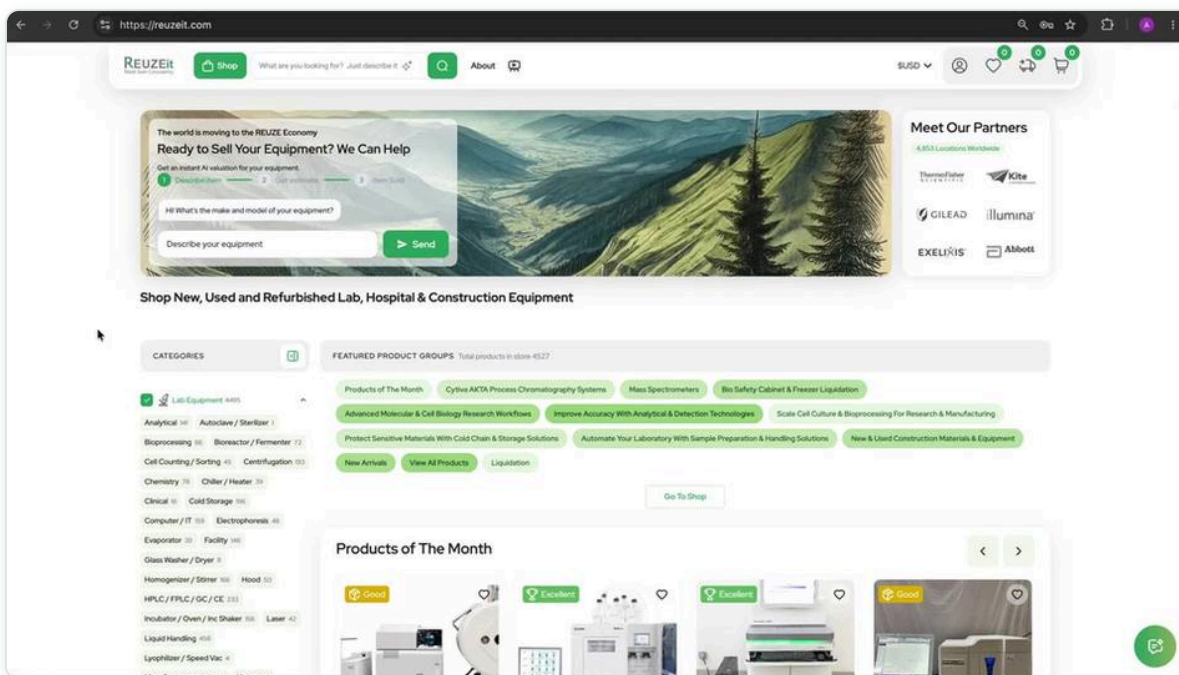
### BACKGROUND

In this video I'll give you a quick tour of the REUZEit home page - the featured products of the month, the product categories, the global search bar, and how to jump into the shop or your account. Every single user, no matter what type of user they are, starts their journey from REUZEit.com. This is the main gate everybody goes to. When you first go to REUZEit.com, you see this landing page. This landing page is actually the featured products - the product of the month in different categories of products. Users can see and scroll this carousel and check the products in each category here. There's a number of categories: new arrivals, UL product, and liquidation. At the bottom we have a browse section with the categories - just a little service information at the bottom of a standard landing page. Users can also see the About page here - a lot of sub-pages about the company, about our services, and things like that. We also have a global search bar right here, so buyers can start searching the products from the very beginning. We have a Shop button to go straight to the shop, and a panel here to log in or create a new account. We also have favorite products, a pickup request, and a cart - we'll talk about these in a moment.

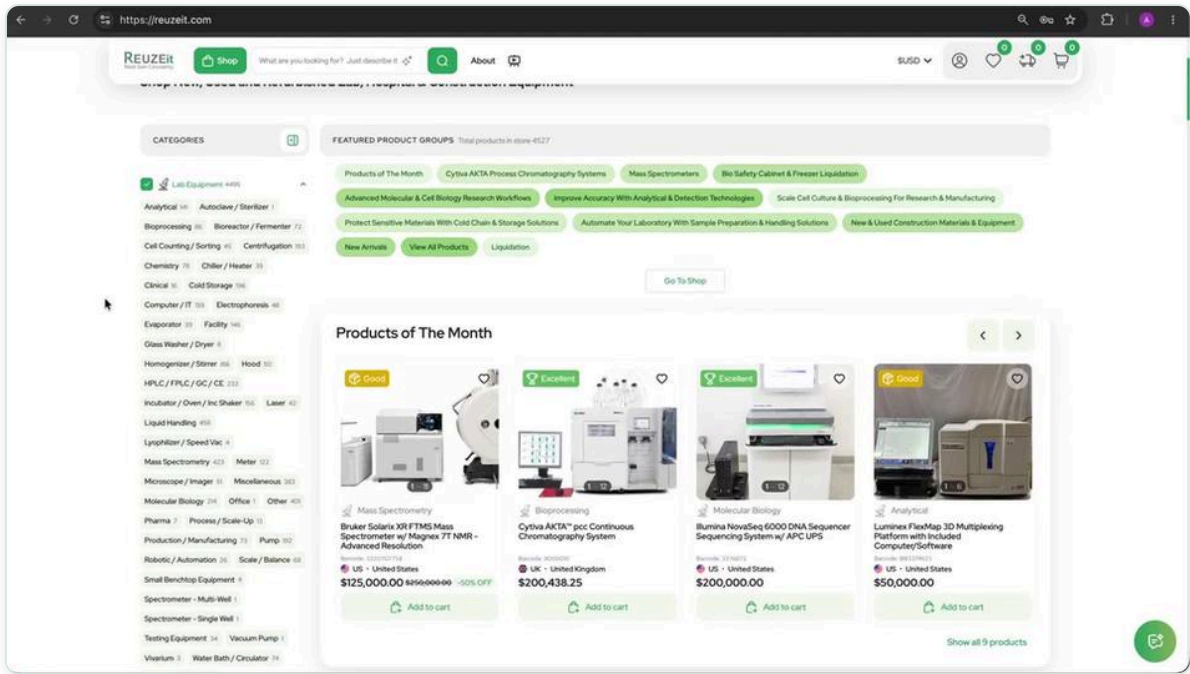
► Watch the clip: [reuzeit.com/knowledge-center/browse-the-marketplace](https://reuzeit.com/knowledge-center/browse-the-marketplace)

### STEP BY STEP

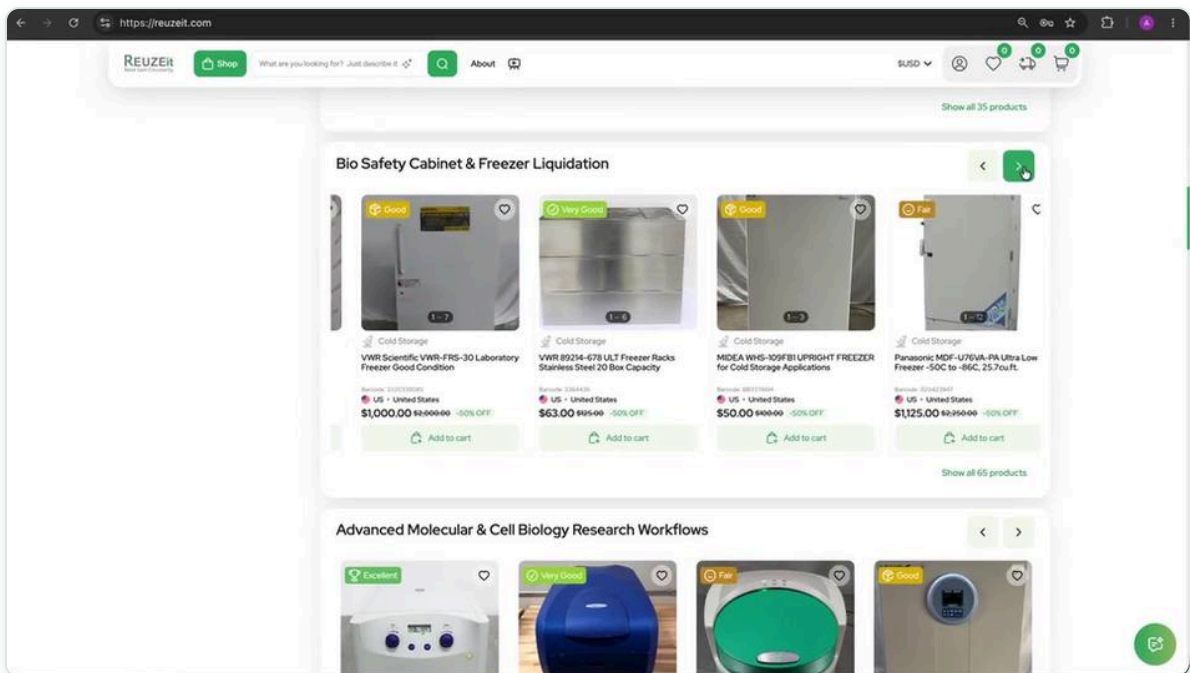
1 Go to reuze it dot com - the main gateway for every user.



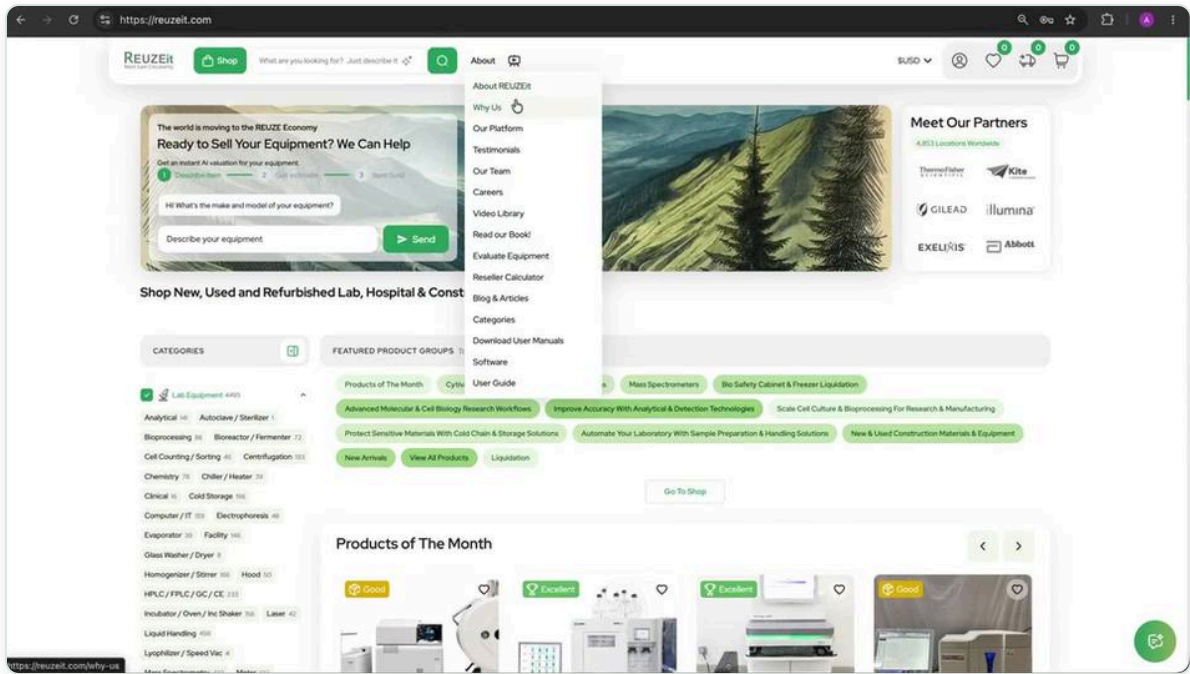
2 Browse the Products of the Month carousel across categories.



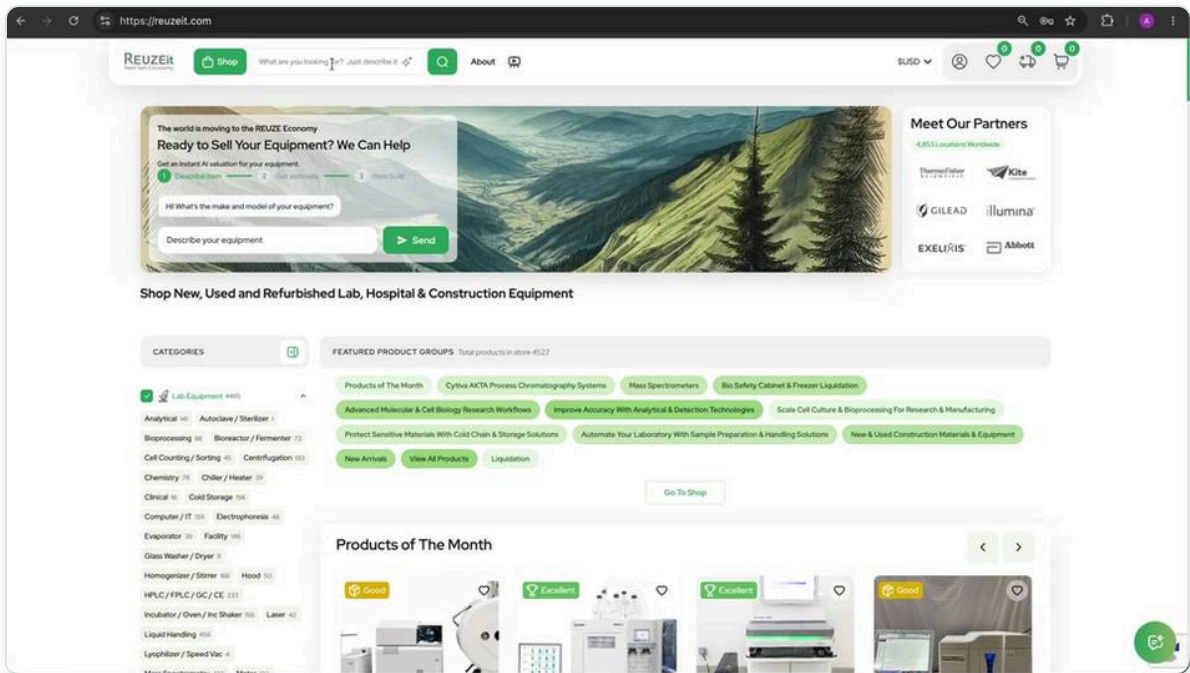
3 Scan the categories: new arrivals, UL product and liquidation.



4 Open the About menu for company and service pages.



5 Use the global search bar, or click Shop to enter the full marketplace.



## 2 How to search & filter the shop

Search from anywhere and narrow the shop by price, region, condition, warranty and more.

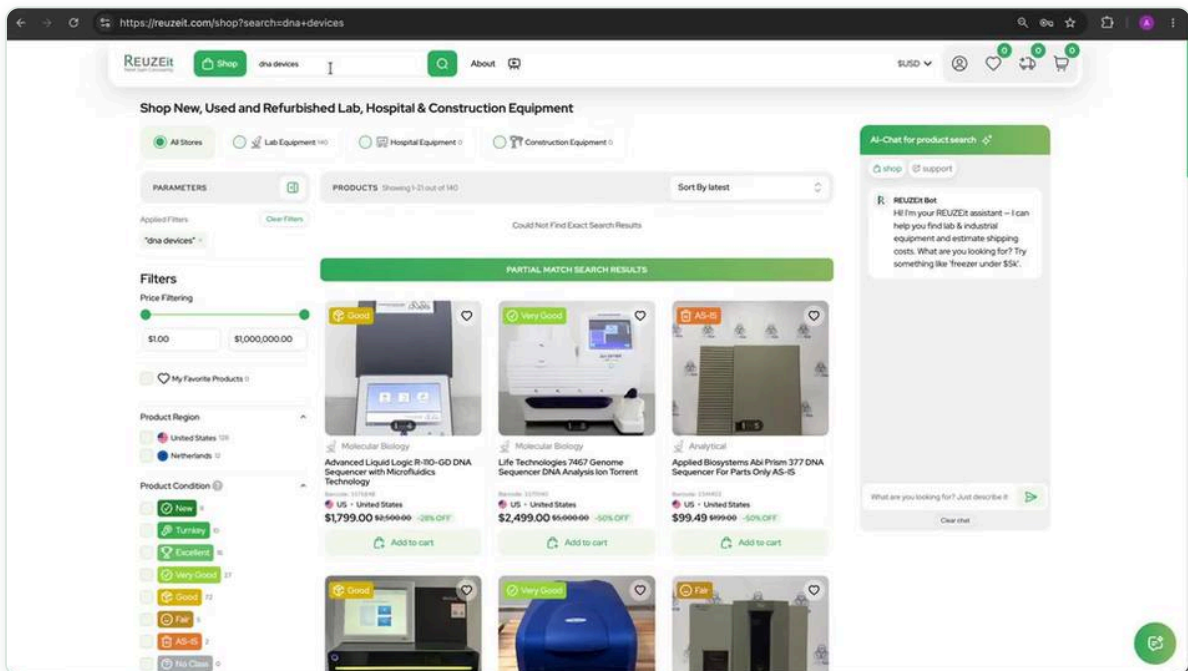
## BACKGROUND

Here I'll show you how searching works. You can start from the global search on any page, jump straight into the shop, and narrow things down with the filters on the left - price, region, condition, warranty and more. Let's focus on the buyer experience. I'm a guest - I never logged in - and I'm interested in some products and searching for them. I can start searching immediately by typing some context here in the global search, and the system immediately jumps me to the REUZEit shop, the main shop, with all the filters on the left side. For my request the system didn't find a specific match, so it shows a partial match found, and gives the list of items that partially matched. On this shop page we have applied filters. We can clear filters anytime to refresh all the filters. On the left we have a panel with the filters: pricing, regions, product condition, warranty, resellers, the categories, and popular tags. On top we have global stores, lab equipment, hospital, and construction equipment, plus the order list: high to low price, low to high, and latest products. We also have an Add to Cart, so buyers can add an item to the cart right from here and start the checkout process.

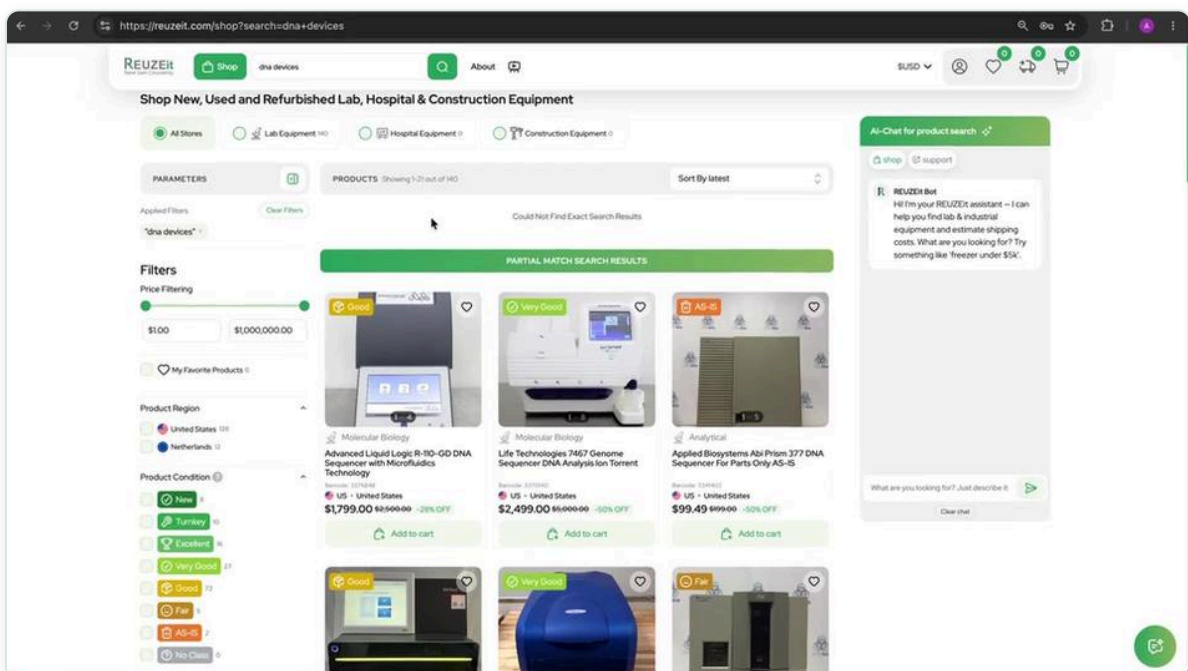
► **Watch the clip:** [reuzeit.com/knowledge-center/search-and-filter-shop](https://reuzeit.com/knowledge-center/search-and-filter-shop)

## STEP BY STEP

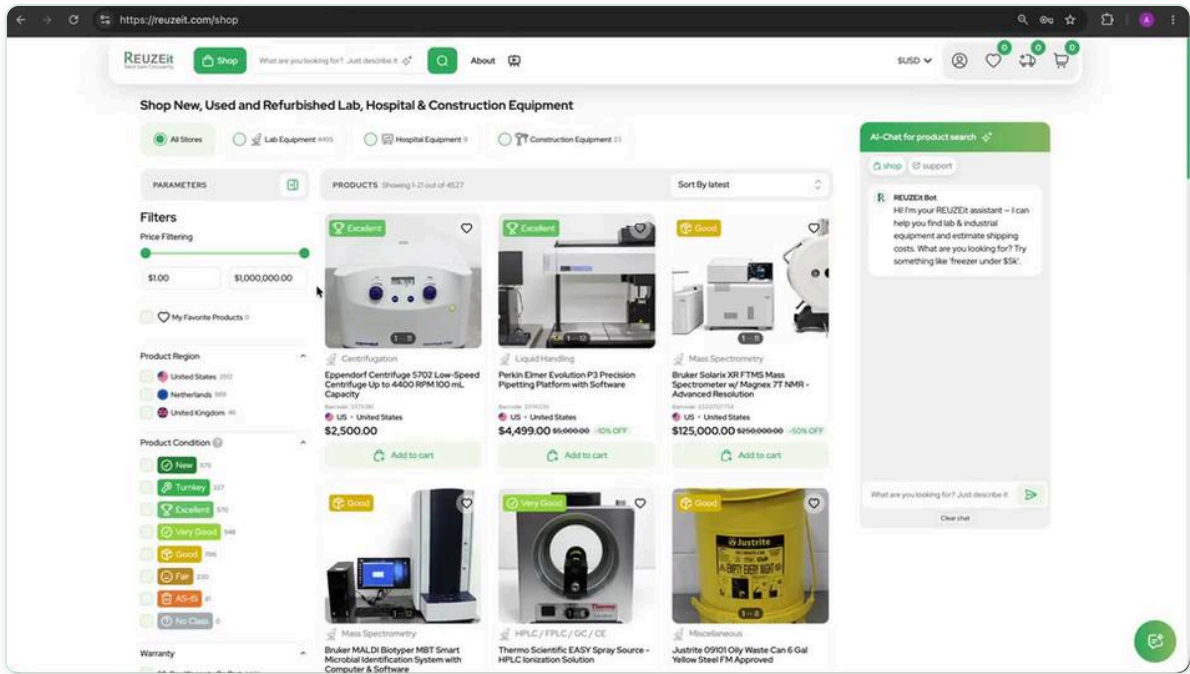
- 1 Type what you need into the global search from any page.



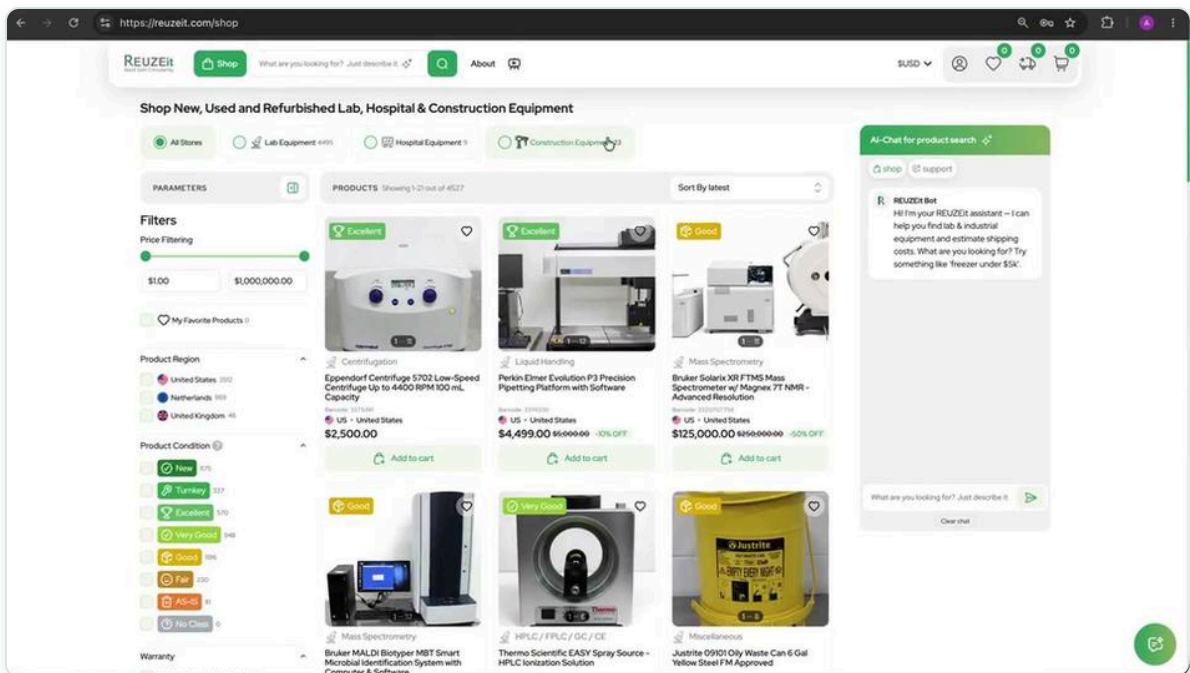
- 2 You jump straight to the shop; partial matches show when there's no exact match.



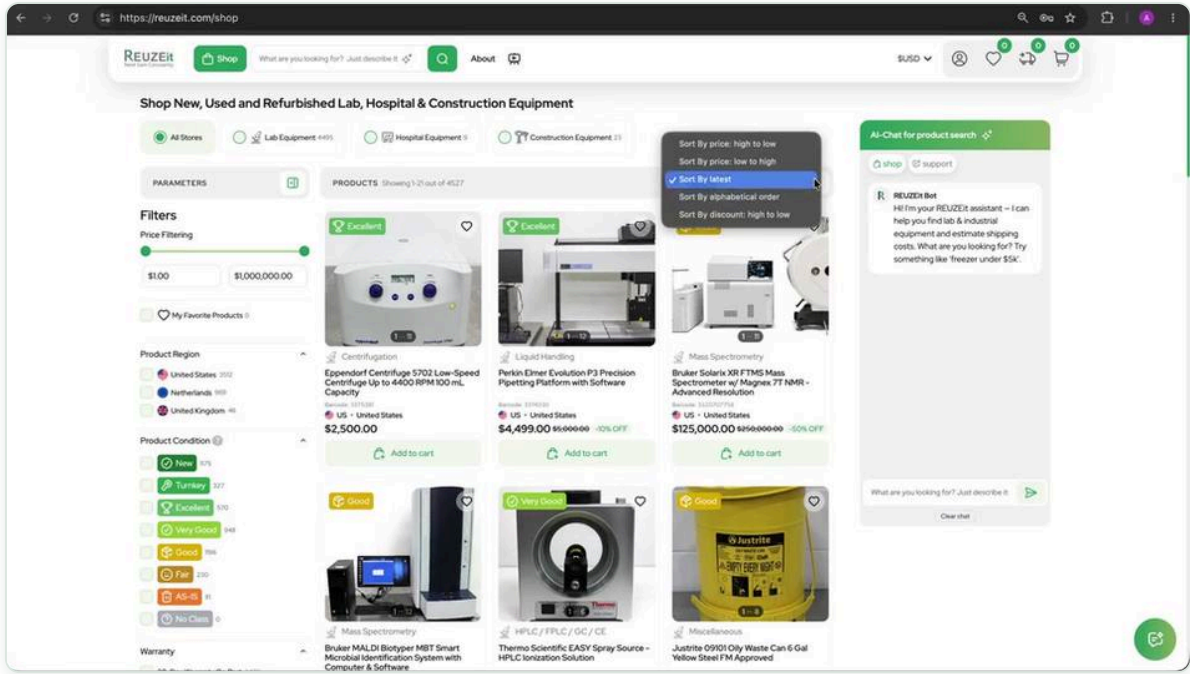
3 Filter on the left by price, region, condition, warranty, reseller and category.



4 Sort by price or latest, and switch store types on top.



5 Add an item to the cart right from the results.



3 How to find products with the AI assistant

Ask the product bot in plain English, or chat live with the support team.

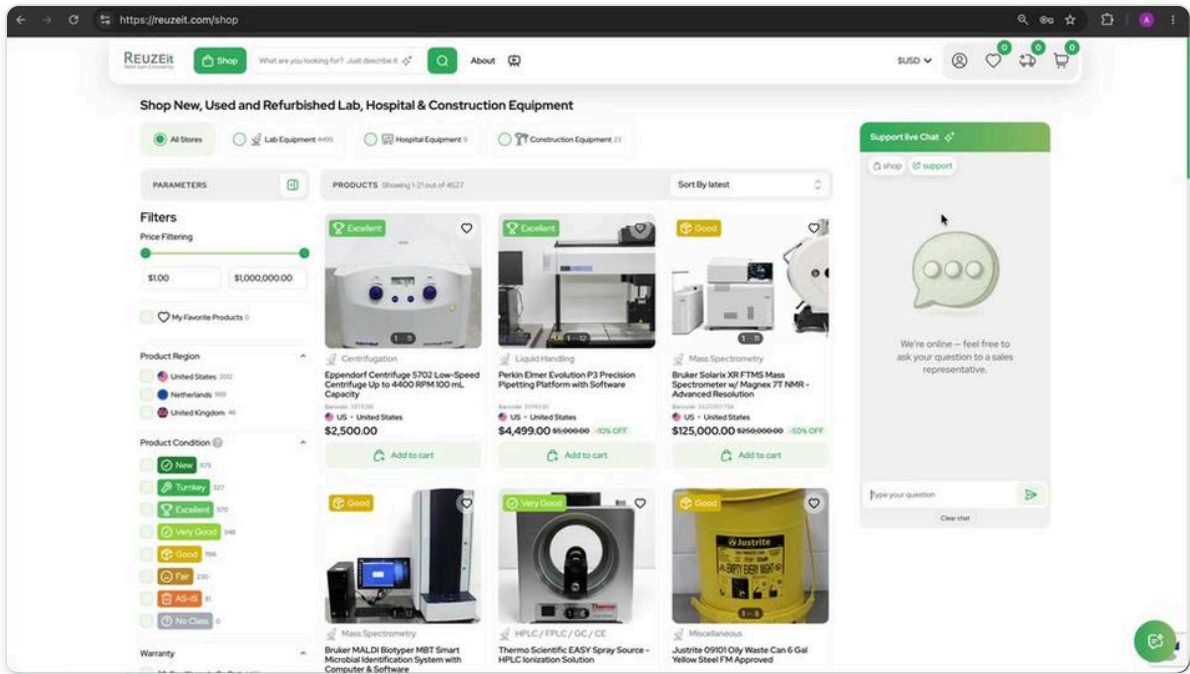
BACKGROUND

In this one I'll show you the AI chat. It has two sides - a product bot that understands plain English and builds the filters for you, and a live support chat to reach our team from any page. We also have an AI chat for product search. This block is separated into two tabs: Shop and Support. The Support tab is direct communication with our team, to ask any questions about the website, about the products, about anything. The Shop tab is a bot that helps you find products using natural-language search. For example: do you have an ultra-low freezer, minus eighty-six, in good condition, under five K? The bot finds something and says: I found three ultra-low freezers in good condition under five thousand dollars, and gives you an example item. This bot actually helped us build a filter on the left side - a price-range filter and a product-condition filter. The bot interpreted our context into the specific structured filters that apply to this page. Some buyers find it more useful to talk with the bot; some prefer the context search. Anytime, we can clear the filters and go back to the initial product list. And on any page, a buyer can communicate directly with our live support team and get answers in real time.

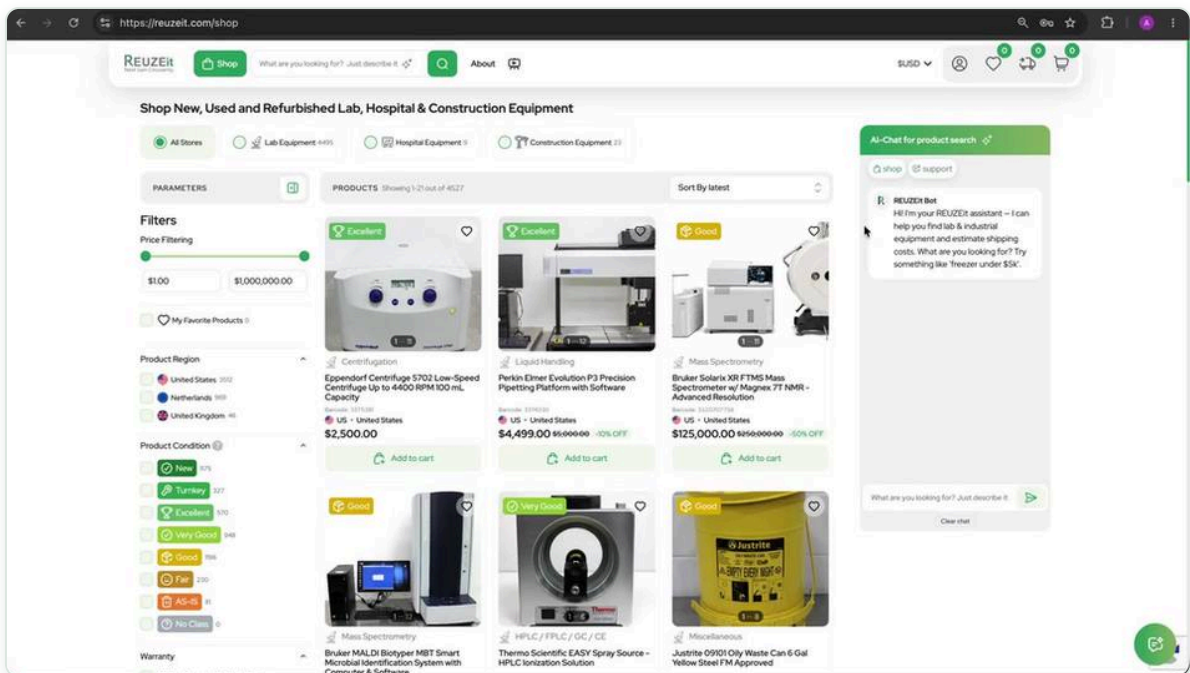
▶ Watch the clip: [reuzeit.com/knowledge-center/ai-product-assistant](https://reuzeit.com/knowledge-center/ai-product-assistant)

STEP BY STEP

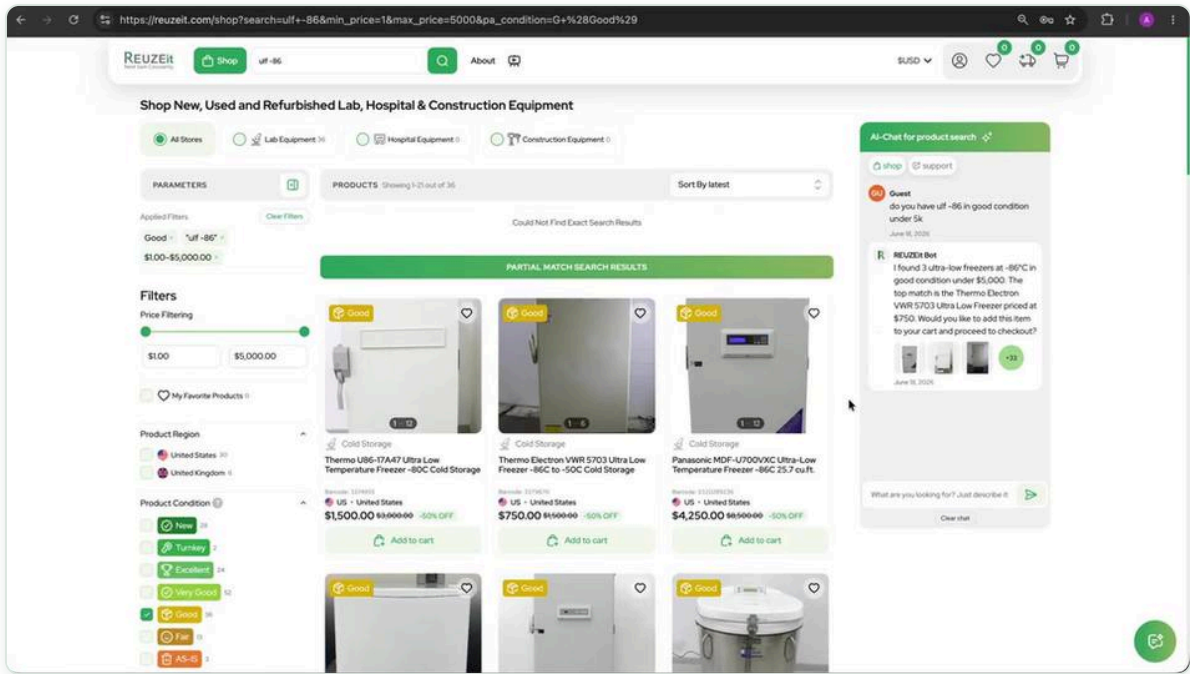
- 1 Open the chat and pick Shop to search, or Support to reach the team.



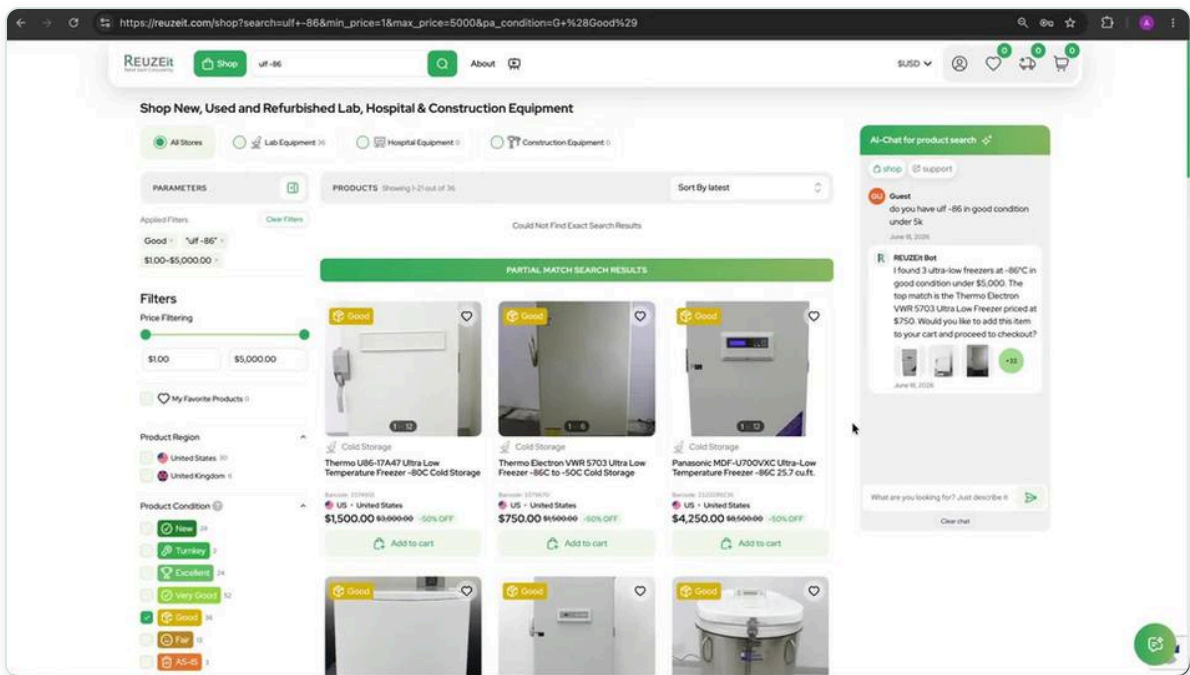
- 2 Ask the bot in plain English, e.g. 'ultra-low freezer, minus 86, good condition, under 5K'.



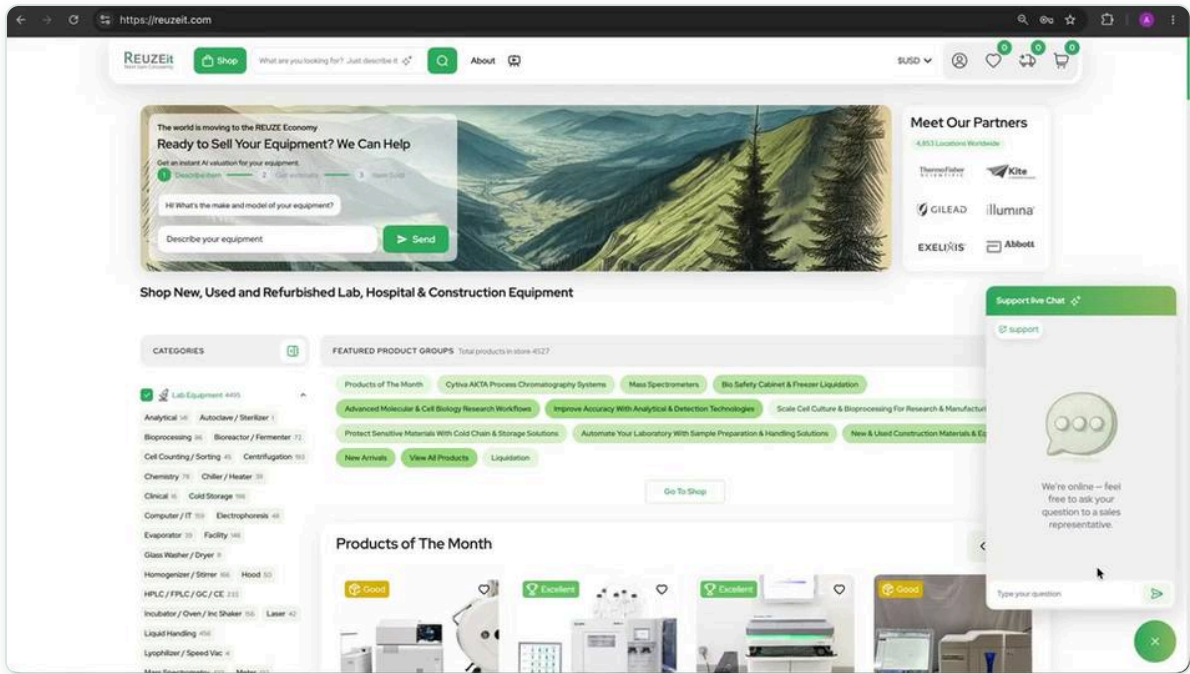
3 The bot returns matching items and builds the matching filters for you.



4 Use either the bot or the context search - whichever you prefer.



5 On any page, switch to Support to chat live with the team.



## 4 How to add to cart (separate carts per warehouse)

Add items as a guest; items from different warehouses split into separate carts and orders.

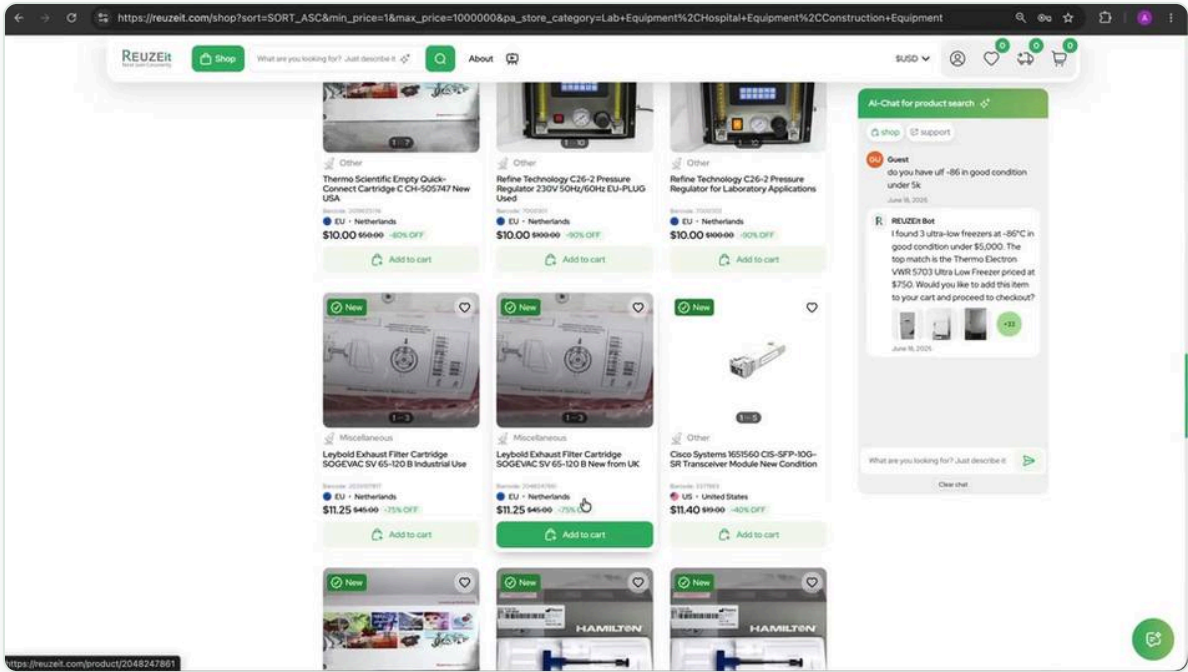
### BACKGROUND

Here I'll add items to the cart as a guest - no login needed - and show you something important: items from different warehouse locations split into separate carts, so each becomes its own order. Let me go back to the shop. Here I'm going to add some products to the cart. For example, this item is eleven dollars. I add it to the cart, the system says successfully added to cart, and you click Go to Cart. Your item always stays in the cart until you check out. And notice, we're acting as a guest right now - we never logged in. The system lets you add items to the cart as a guest. It's worth mentioning we have separate sub-carts for different locations. For example, this item is in one warehouse, let's say West Coast US. If I find an item from the Netherlands, or from the UK, and add it to the cart, it's not added to the same cart. Now we have a separate West Coast sub-cart and a UK sub-cart. We separated this flow specifically to generate separate orders. The order, shipping information, and tracking all happen independently per sales order. Items from the same warehouse share a single checkout; a different warehouse requires a separate one.

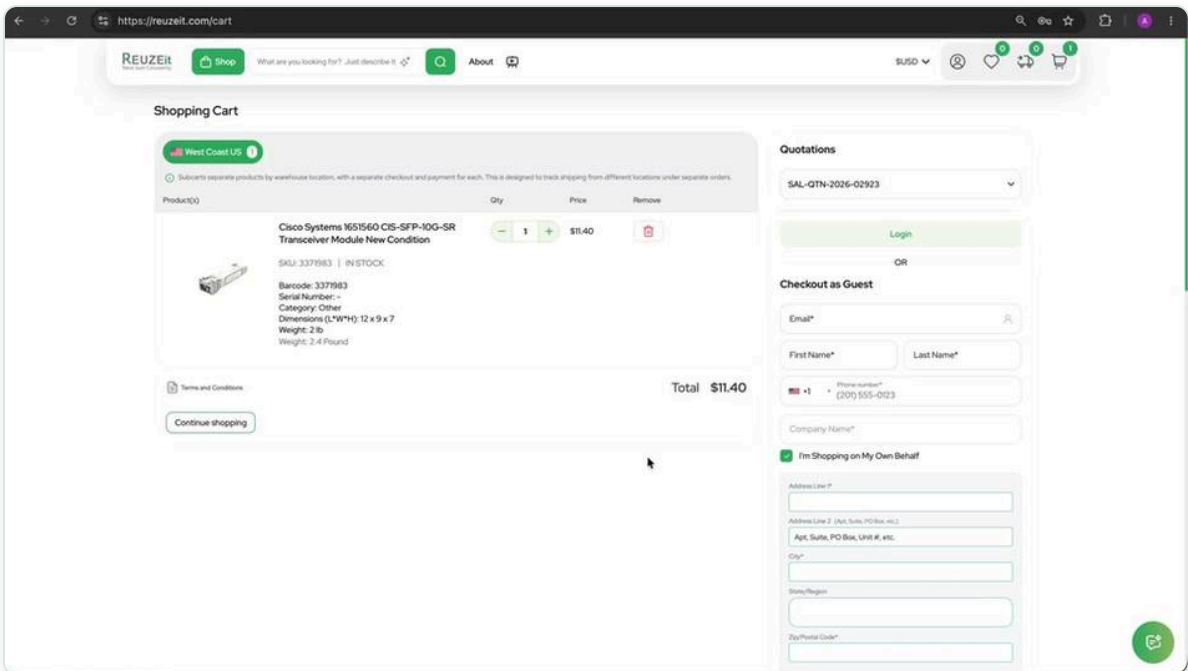
► Watch the clip: [reuzeit.com/knowledge-center/add-to-cart-warehouses](https://reuzeit.com/knowledge-center/add-to-cart-warehouses)

STEP BY STEP

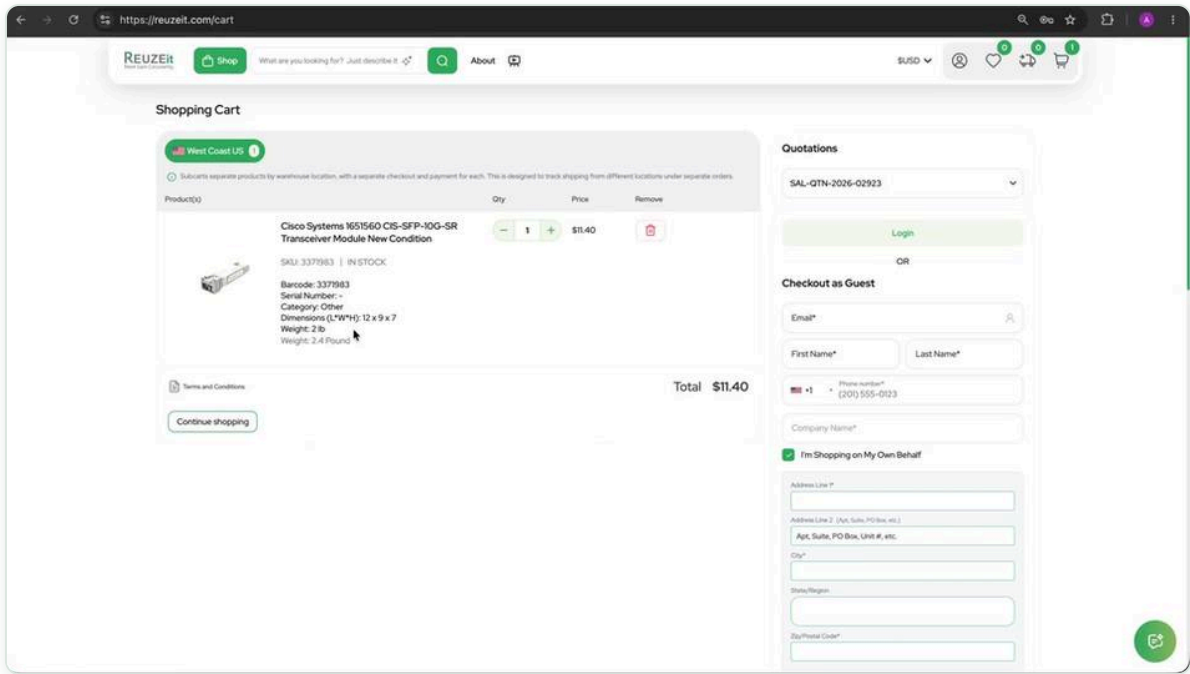
1 Browse the shop and click Add to Cart - no login needed, you can shop as a guest.



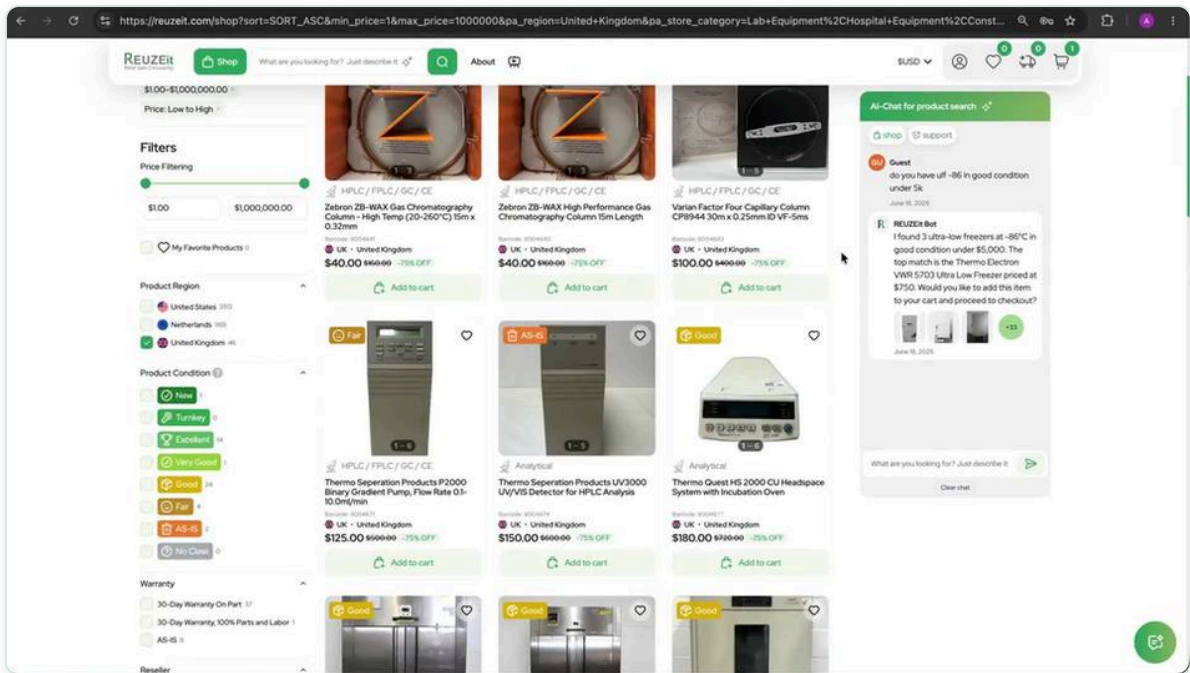
2 Your items stay in the cart until you check out.



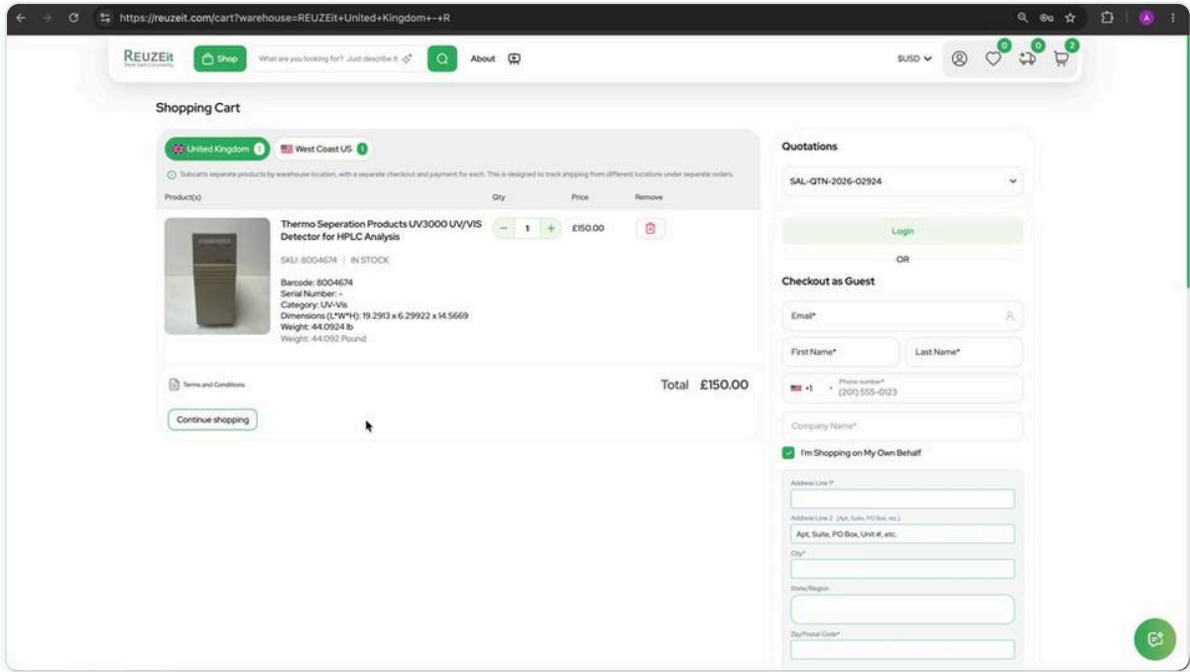
3 Items from the same warehouse share one cart and one checkout.



4 Items from a different location open a separate sub-cart (e.g. West Coast vs UK).



- 5 Each warehouse becomes its own order, with independent shipping and tracking.



## 5 How to check out & create your account

Check out as a guest with a Google-verified address; your account is created for you.

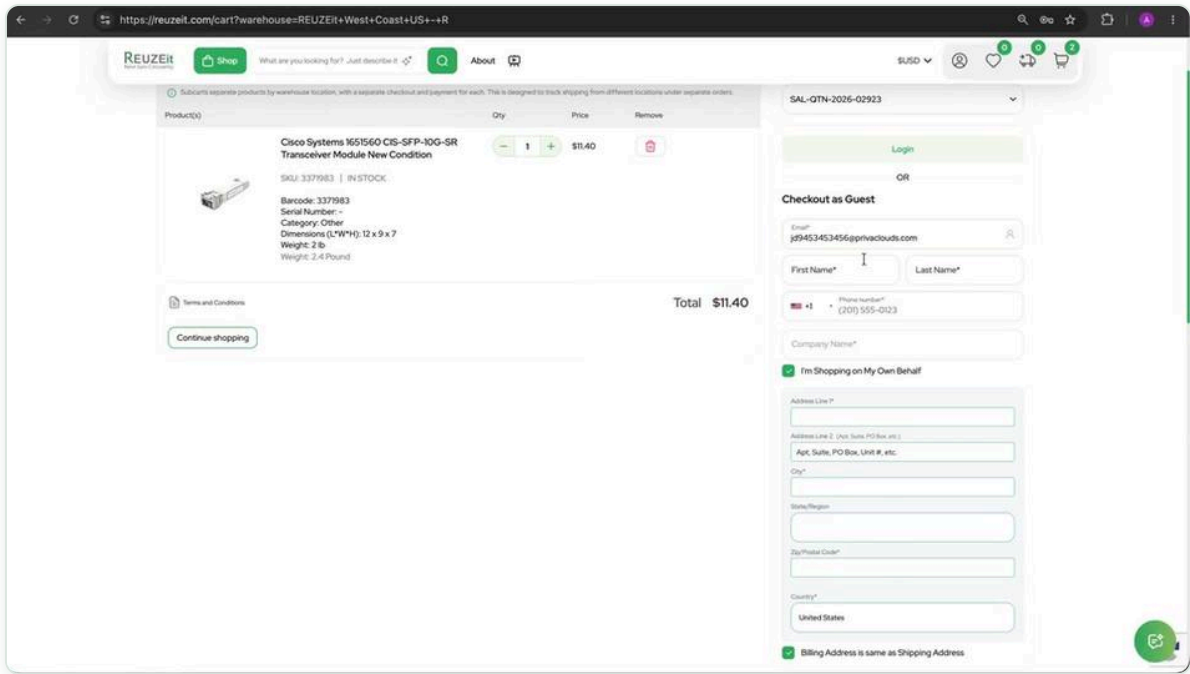
### BACKGROUND

In this video I'll walk through checkout as a guest - entering your shipping details, confirming the address, and watching the system create your account and quotation automatically. Here the system requires standard information to check out as a guest. I'll create an account, provide my shipping information, agree, and proceed to checkout. The system recognizes the address I input. It suggests the Google-corrected address, and I prefer the Google correction. Now it's preparing my quotation. Now I'm actually a logged-in user already. The system creates a session and an account for me, and sends a notification to the buyer with the order information. You can always access this account later to check the status of your orders. Now the system asks me to proceed, and let's start with the West Coast cart.

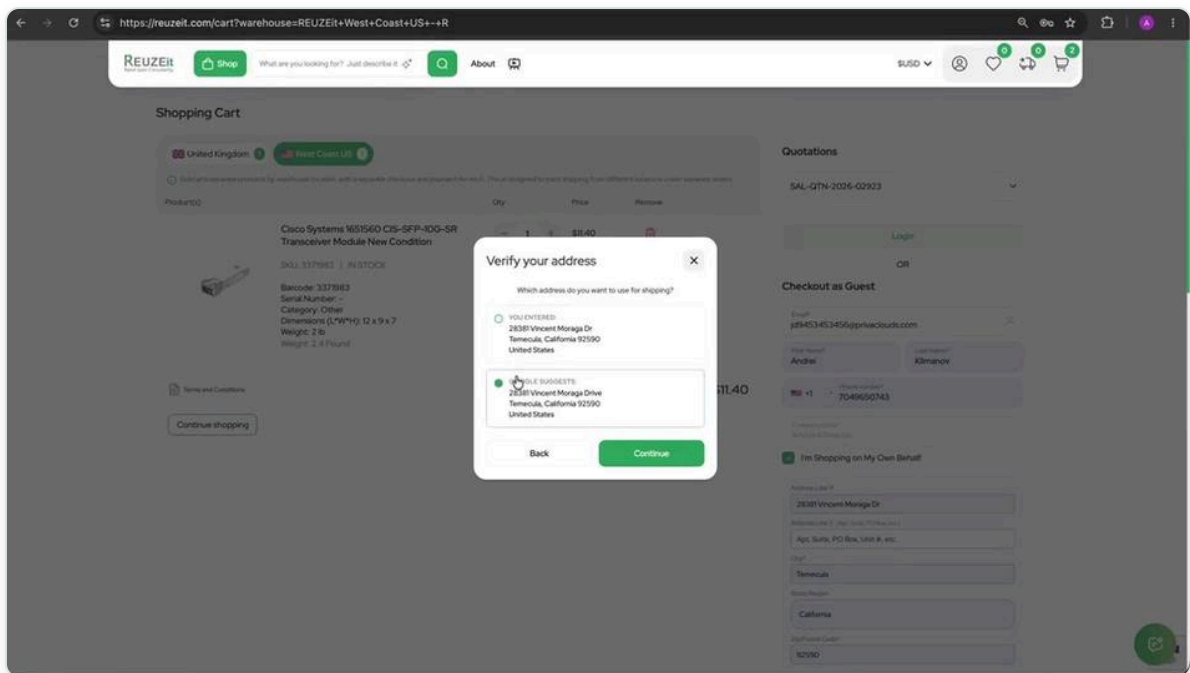
► **Watch the clip:** [reuzeit.com/knowledge-center/checkout-create-account](https://reuzeit.com/knowledge-center/checkout-create-account)

STEP BY STEP

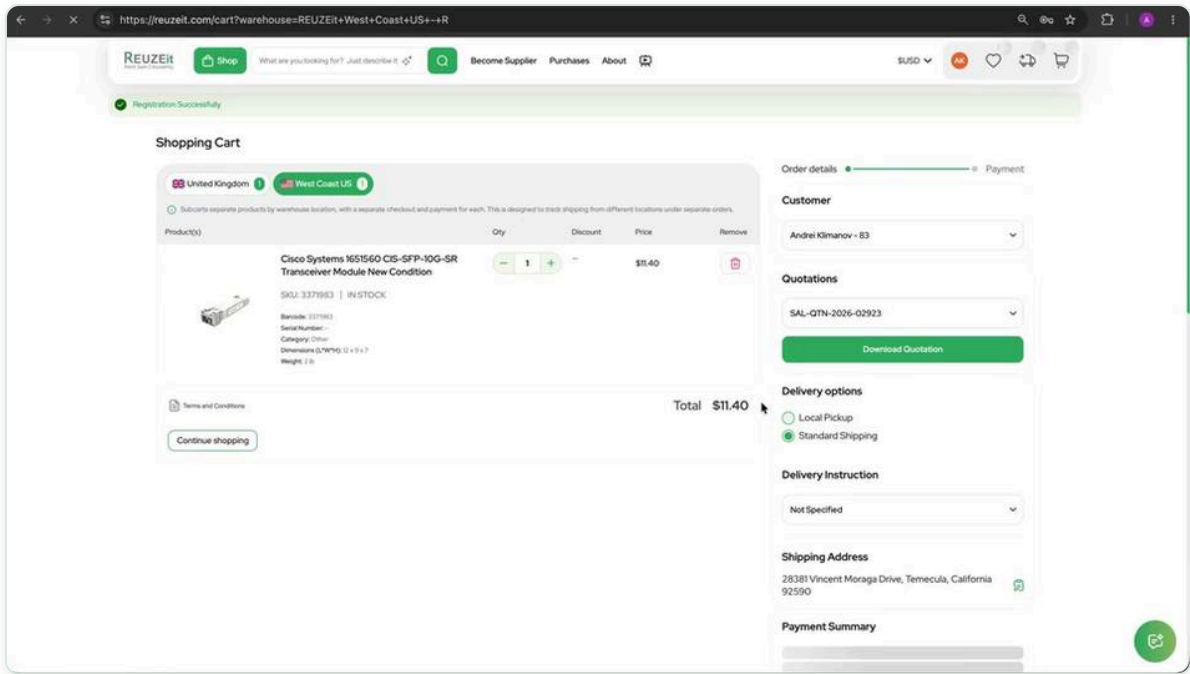
1 Click checkout and enter your shipping information as a guest.



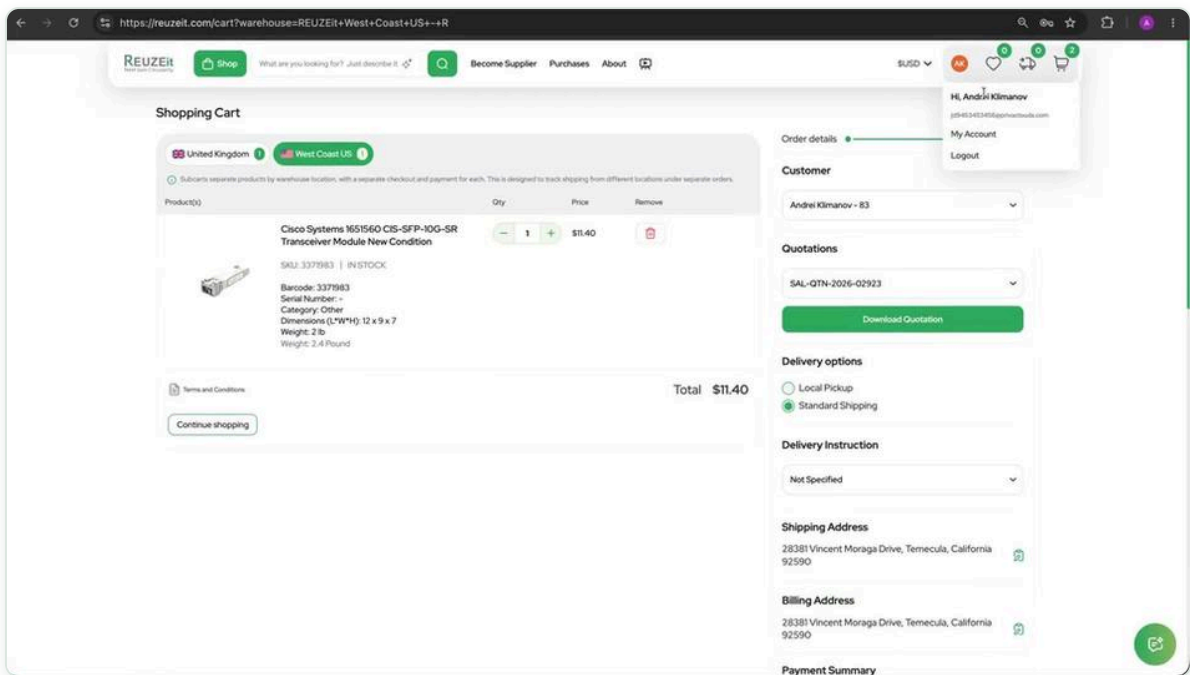
2 Accept the Google-suggested address correction for accuracy.



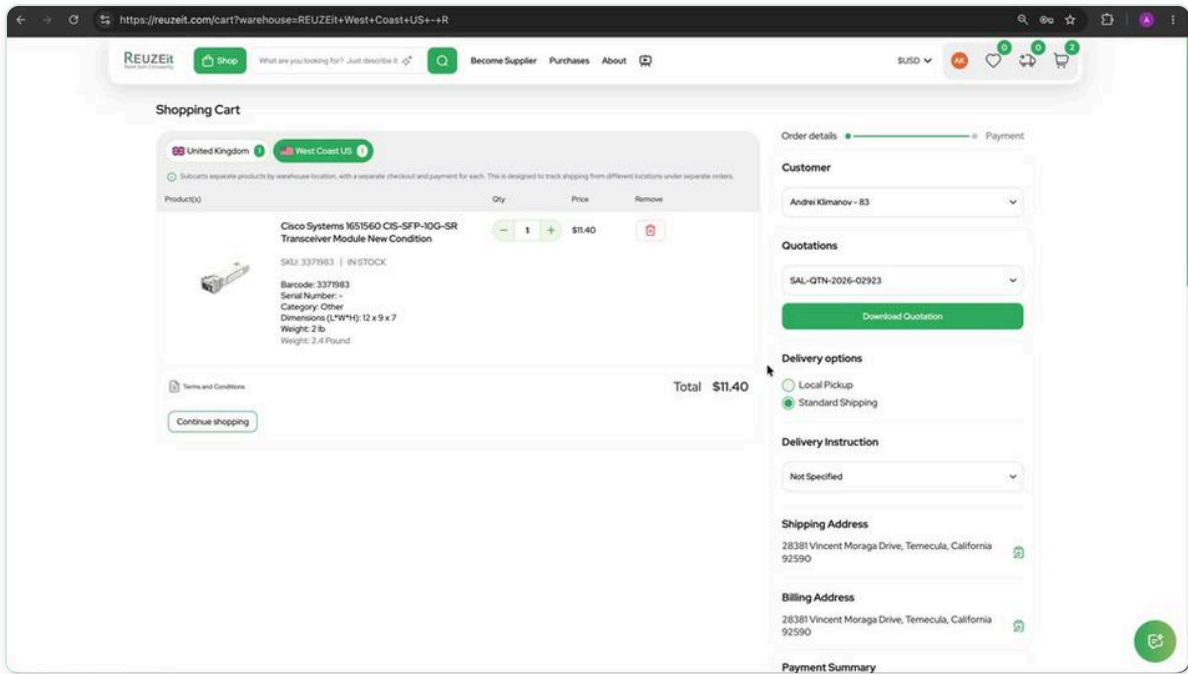
3 The system prepares your quotation and creates your account and session.



4 A confirmation with your order details is emailed to you.



5 Sign back in anytime to track your orders.



6 How to get live sales help on your quote

Chat with sales on your quote - they can apply discounts and adjust shipping and tax in real time.

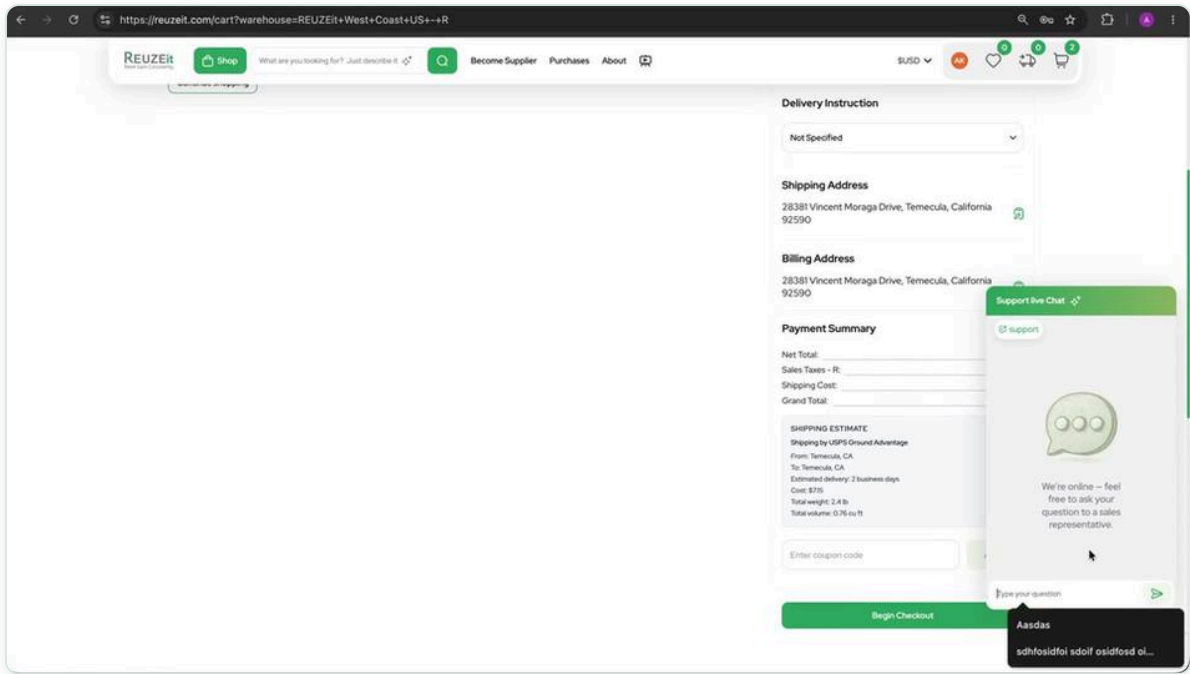
BACKGROUND

Here's something powerful: while you're on your quote, our sales team can help you in real time - answer questions, apply a discount, even adjust shipping and tax - and you see the changes live. We have a chat here, and as a buyer you're more than welcome to communicate with the sales team if you have any questions on any step of your journey, including placing the order. If you ask our sales representative in real time from this quote, our sales team can help you manage this cart. In some cases they can apply a discount for this cart, or add another item for you on your behalf, and the changes happen automatically. Let me show you. I find this quotation, and I'm going to apply an eighty percent discount - because this is a demo. In real time the buyer sees the price change. The discount is applied, and we can proceed with the checkout. Let me also remove the shipping cost and the sales taxes so we can easily test. I'm doing this right now as we speak. My point is, in real time the sales team has full access to the buyer's experience. They can manage the cart while on a phone call with the buyer, during the checkout process.

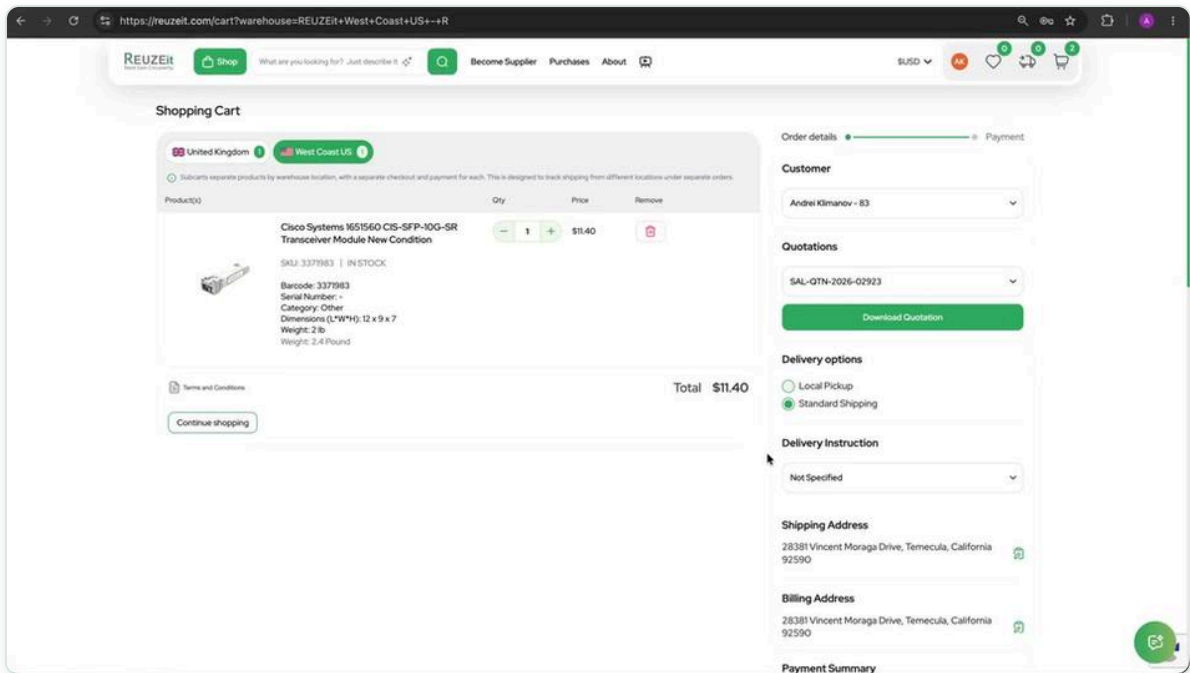
► Watch the clip: [reuzeit.com/knowledge-center/live-sales-help-on-quote](https://reuzeit.com/knowledge-center/live-sales-help-on-quote)

STEP BY STEP

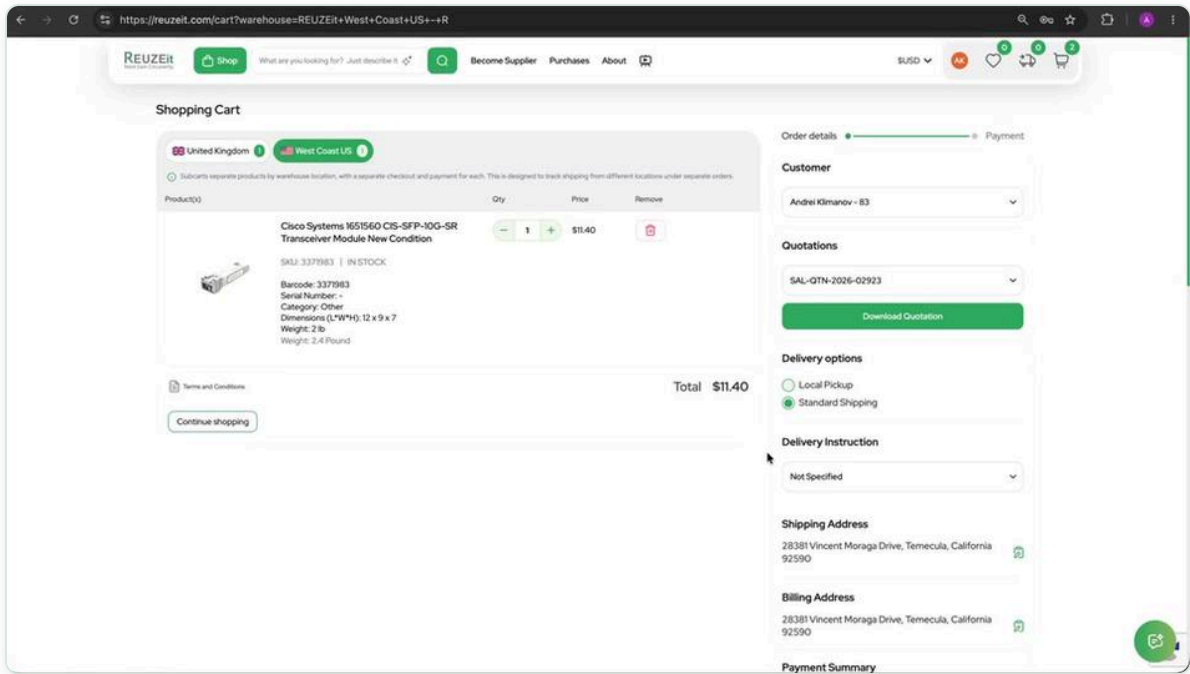
- 1 Open the chat on your quote to reach the sales team.



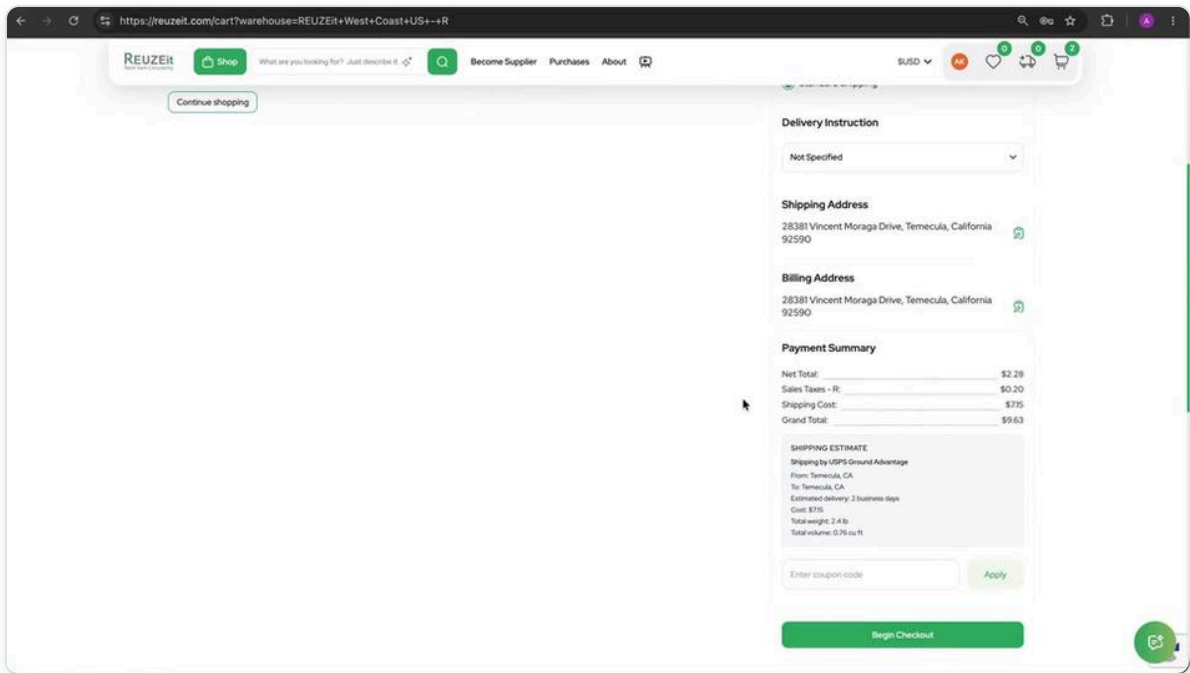
- 2 Ask questions about your cart at any step.



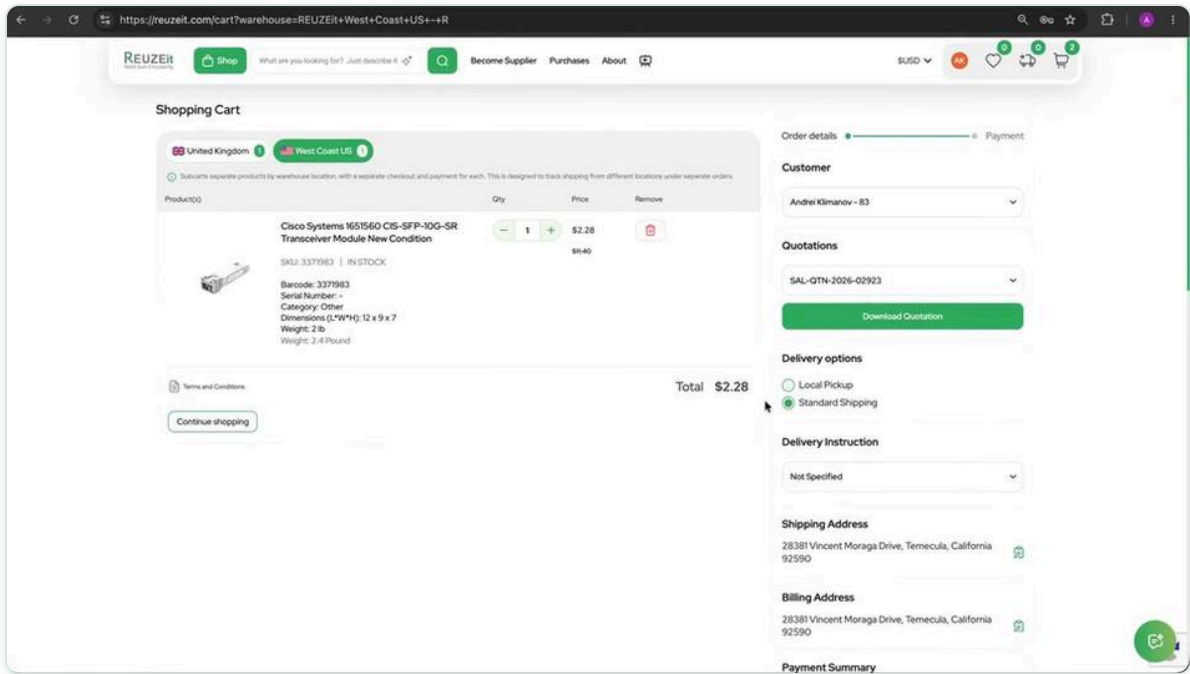
3 Sales can apply a discount or add an item on your behalf.



4 They can also adjust shipping and tax for the quote.



5 Every change appears on your cart in real time.



## 7 How to download your quote & pay securely

Download the quote PDF, then pay with Stripe - card details are stored by Stripe, never by REUZEit.

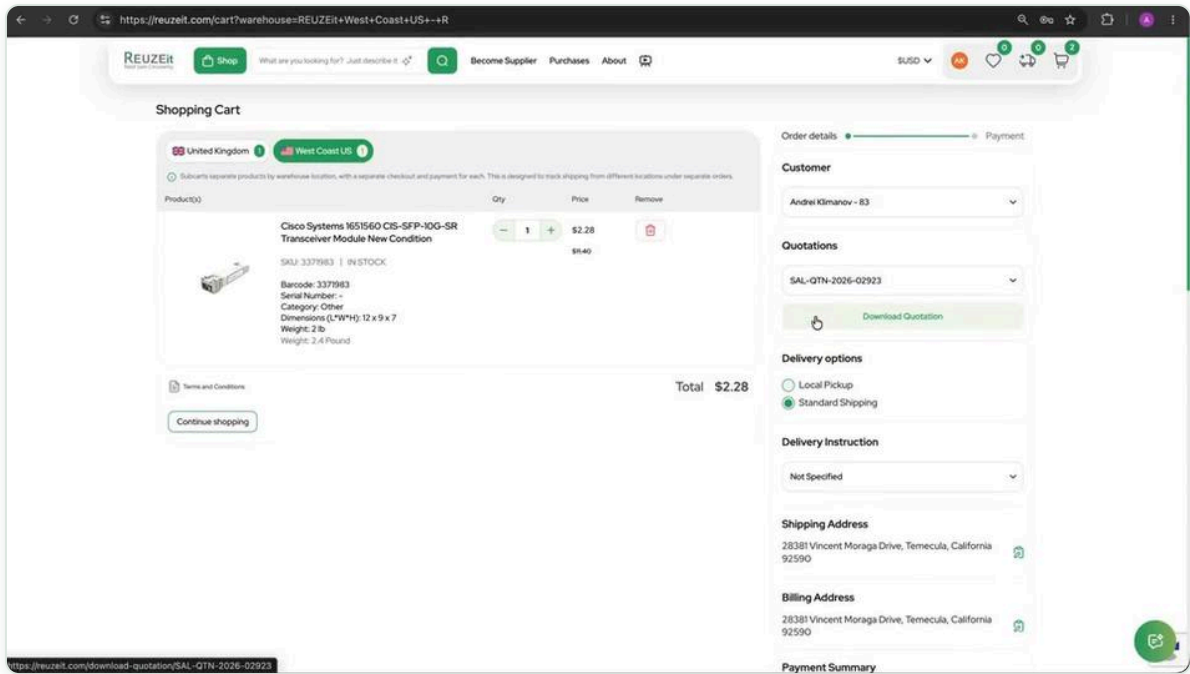
### BACKGROUND

In this one I'll show you how to download your quote as a PDF and pay securely. We use Stripe for payments, so your card details are protected by Stripe and never stored on our side. Another piece of functionality here: you can download the quote. This is a PDF you can download directly from the cart. Let's click Begin Checkout. The system asks me to add payment information. You can use a card and save it under your account, or use a different way to pay, for example bank information. We use the Stripe transaction engine, and it's completely secure. We never store any card information on our side - it's always kept on Stripe's side, and any financial information you type here is protected by Stripe. I'm going to use this card and add it here. I just added the card, and I'm going to complete this transaction and place the order.

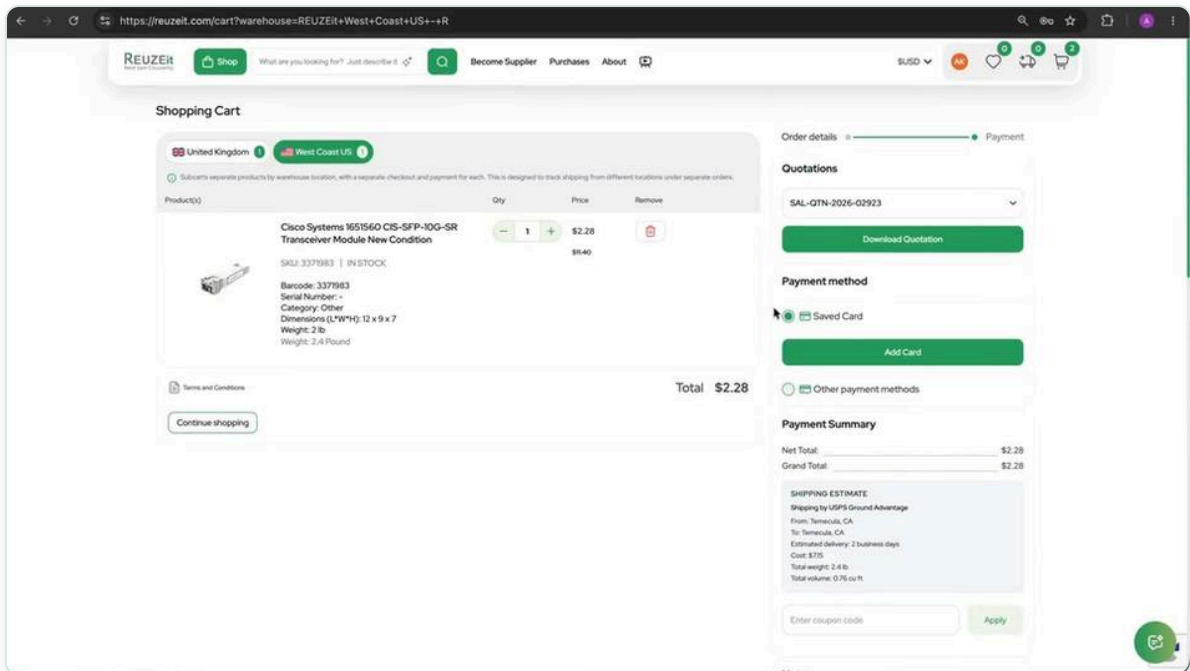
► **Watch the clip:** [reuzeit.com/knowledge-center/pay-securely-stripe](https://reuzeit.com/knowledge-center/pay-securely-stripe)

STEP BY STEP

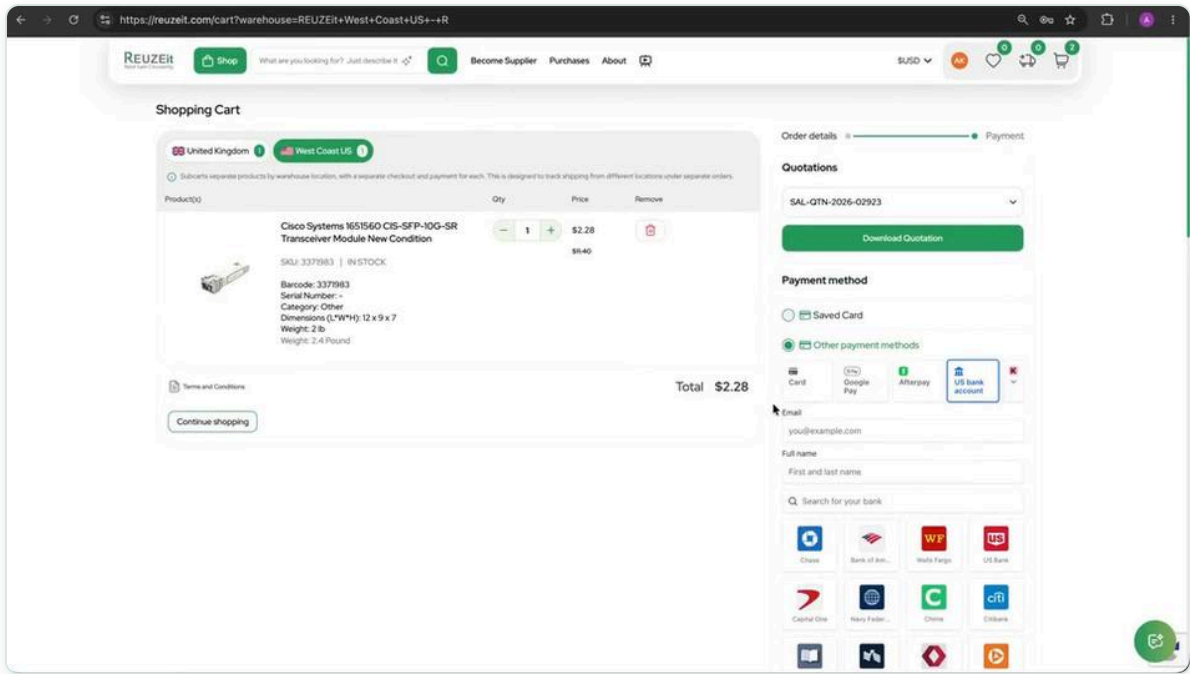
1 Download the quote as a PDF from the cart if you need it.



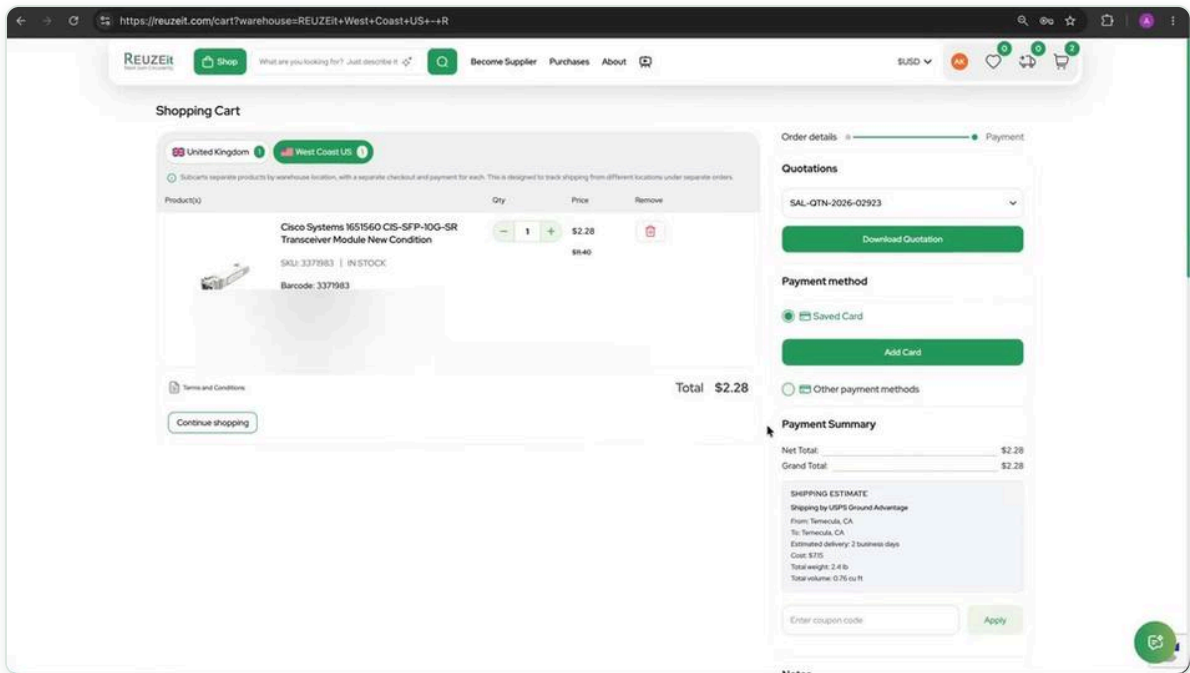
2 Click Begin Checkout and add a payment method.



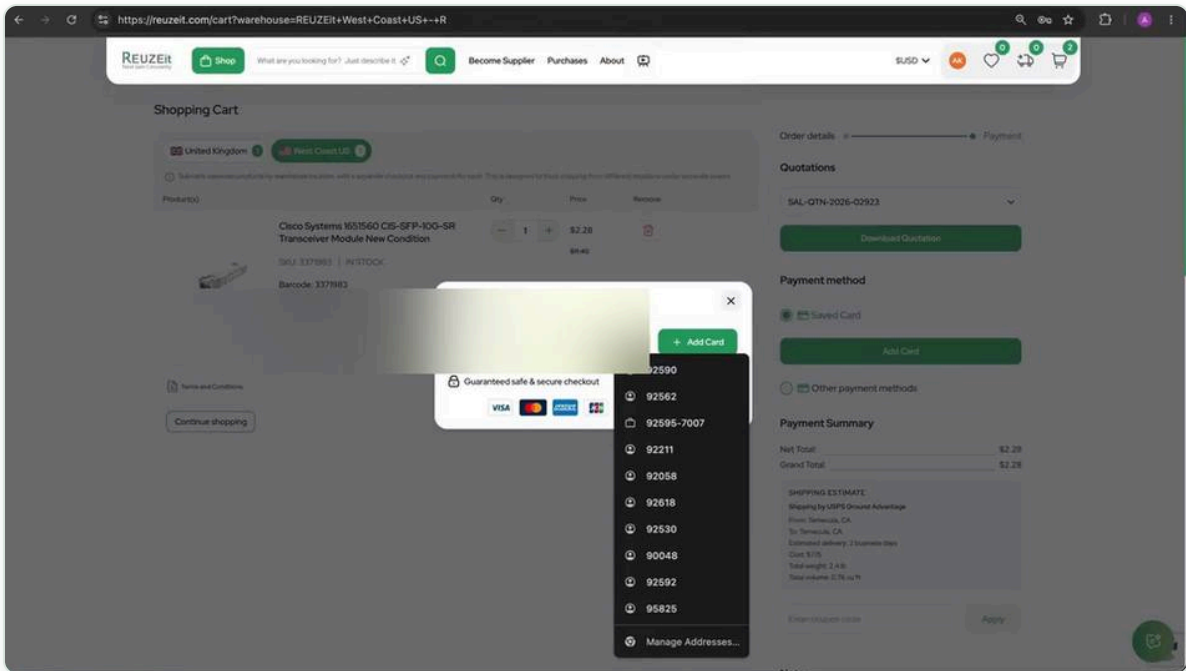
3 Save a card to your account, or choose another way to pay.



4 Pay securely with Stripe - card details are stored by Stripe, never by REUZEIT.



5 Place the order to complete the purchase.



## 8 How to track your order & view purchases

Follow your order timeline (paid, shipped, delivered) with email updates, and find every order under My Purchases.

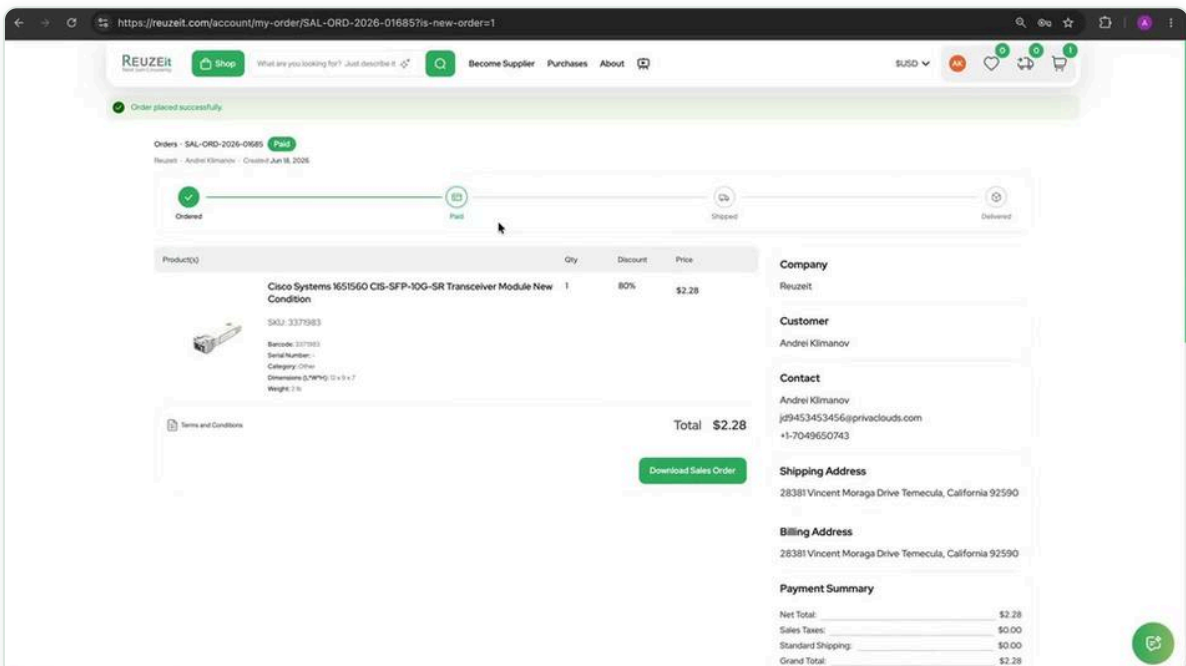
### BACKGROUND

Here I'll show you what happens after you pay - the order page with a live timeline from paid to shipped to delivered, the email notifications, and where to find all your orders later. The system places the order, and in a moment you're redirected to the order page, which gives you the timeline of your order. As a buyer, I've ordered this product, and the status of my order is Paid. The next steps are Shipped and Delivered. Every time we, or our partners, fulfill the product to the buyer's address, the buyer is notified that it switched to Shipped or Delivered. The email notification always happens. Your orders are always available under My Purchases - the list of all the orders under your account.

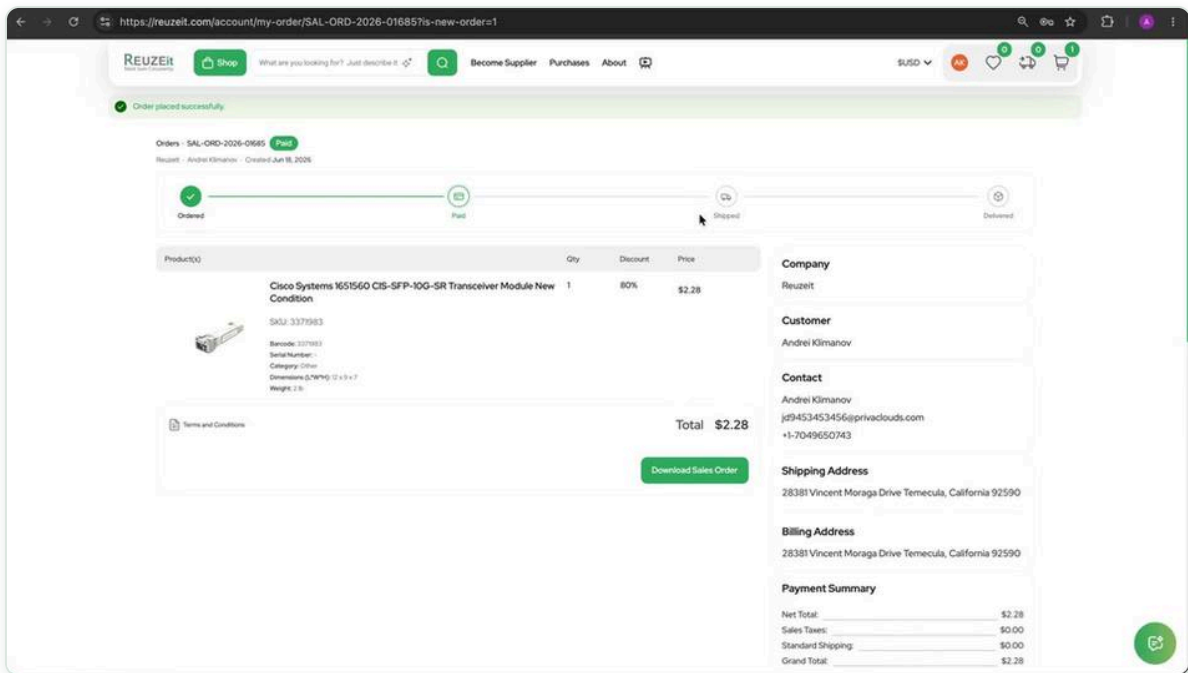
▶ **Watch the clip:** [reuzeit.com/knowledge-center/track-your-order](https://reuzeit.com/knowledge-center/track-your-order)

### STEP BY STEP

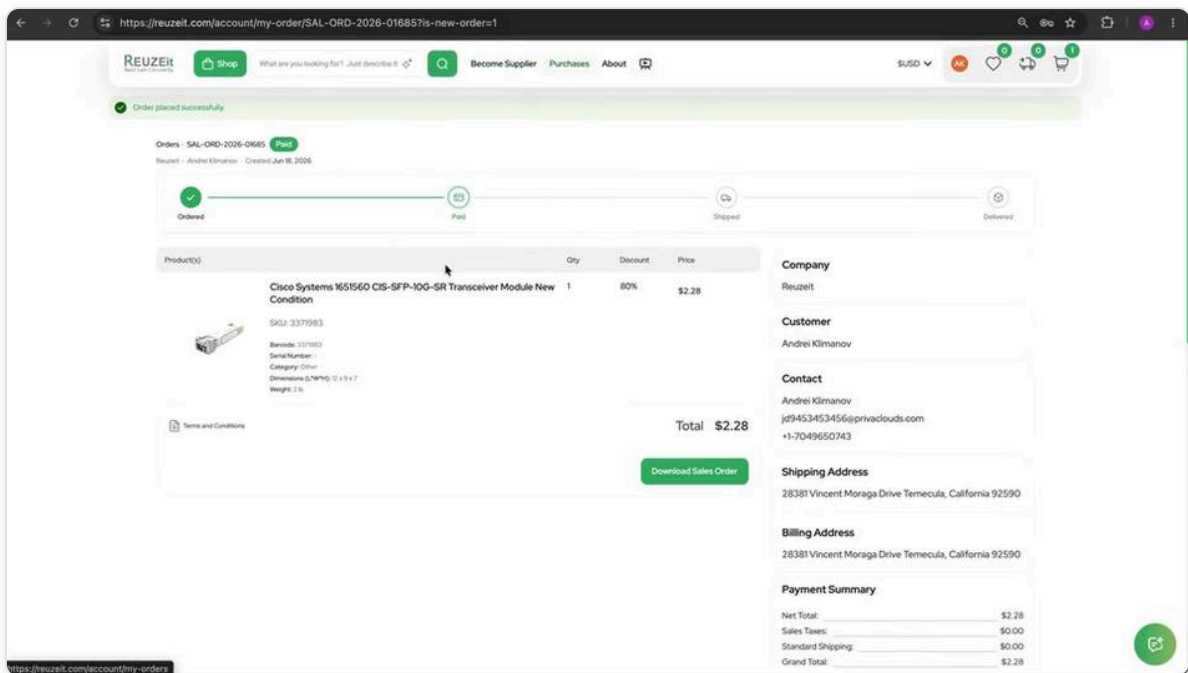
1 After payment you land on the order page with a live timeline.



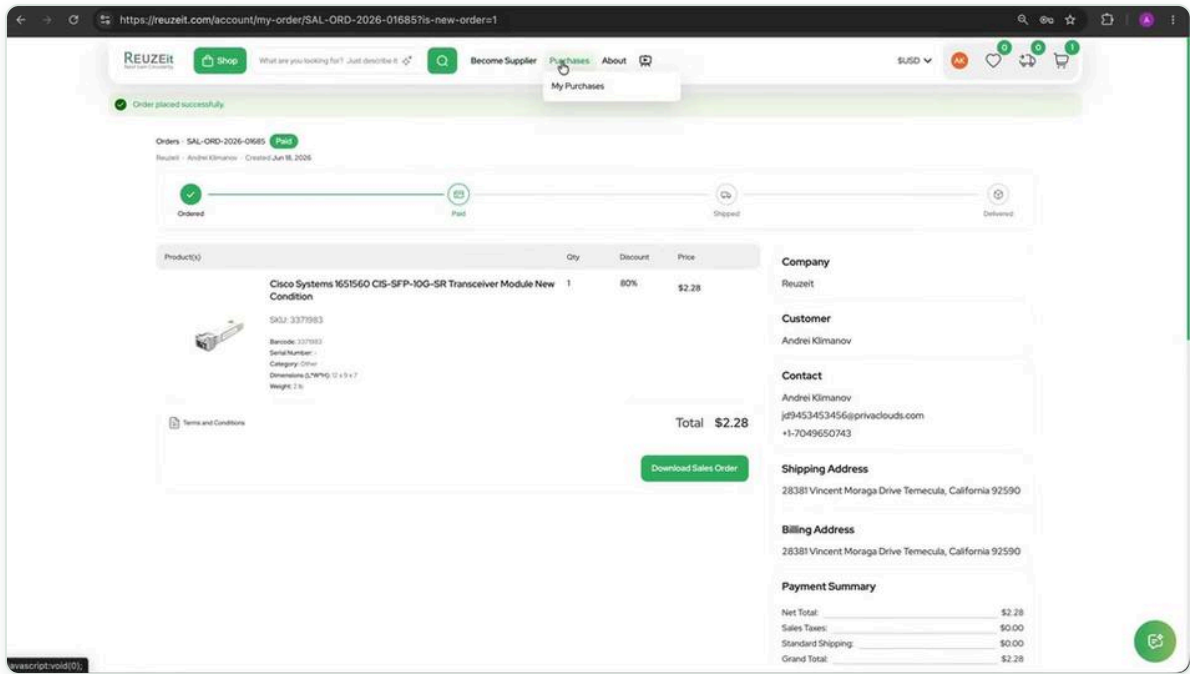
2 Watch the status move: Paid, then Shipped, then Delivered.



3 Get an email notification at every status change.



4 Find every order anytime under My Purchases.



9 How to request a shipping quote for international orders

For cross-border items, reserve the item and request a custom shipping quote, then check out.

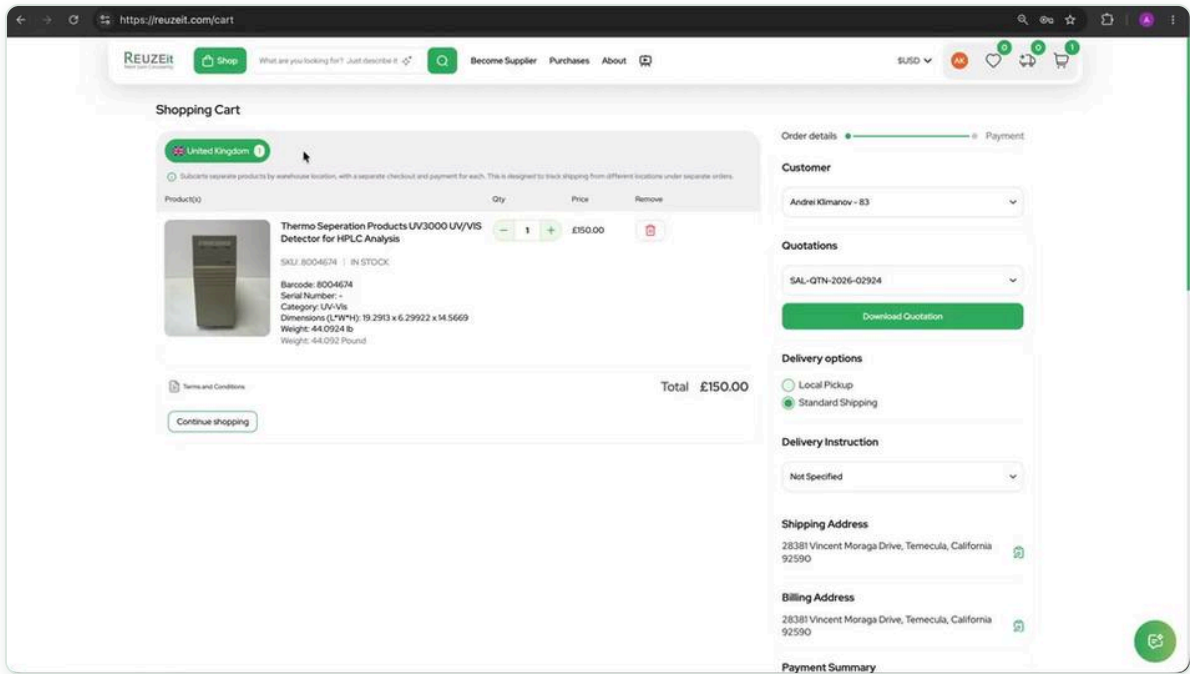
BACKGROUND

In this video I'll cover international orders. When shipping crosses borders we can't auto-estimate it, so you reserve the item and request a custom shipping quote - and I'll show you both sides of that. We still have another item we never checked out - the United Kingdom one. As I mentioned, we do checkout separately for different locations. This is a great example: here you see a Request Shipping Quote button instead of Proceed to Checkout. International shipments require a manual quote. When the address is Temecula, California, and the dispatch address is the United Kingdom, it's an international shipment, and we can't automatically estimate shipping. When you click this button, the system shows you this message: we've got your back, this item needs a custom shipping quote. Click below, and we'll reserve this item for you while sales prepares your shipping estimate. As soon as it's ready, you'll get an email to complete your purchase. This way you reserve the item and request the quote. Our sales team immediately receives the notification that you requested a quote. This item is now reserved for you while the sales team works on the shipping estimate. It usually happens very quickly, often within one business day. Now, on the sales-team side, I'm going to release this quote. As you can see, shipping was requested. Once it's released, I now have a Begin Checkout button. In this case the shipping quote is zero dollars, but it might be some number - it's just an example for the demo. My card is already saved on Stripe's side, so I can use the same payment method next time to complete the process.

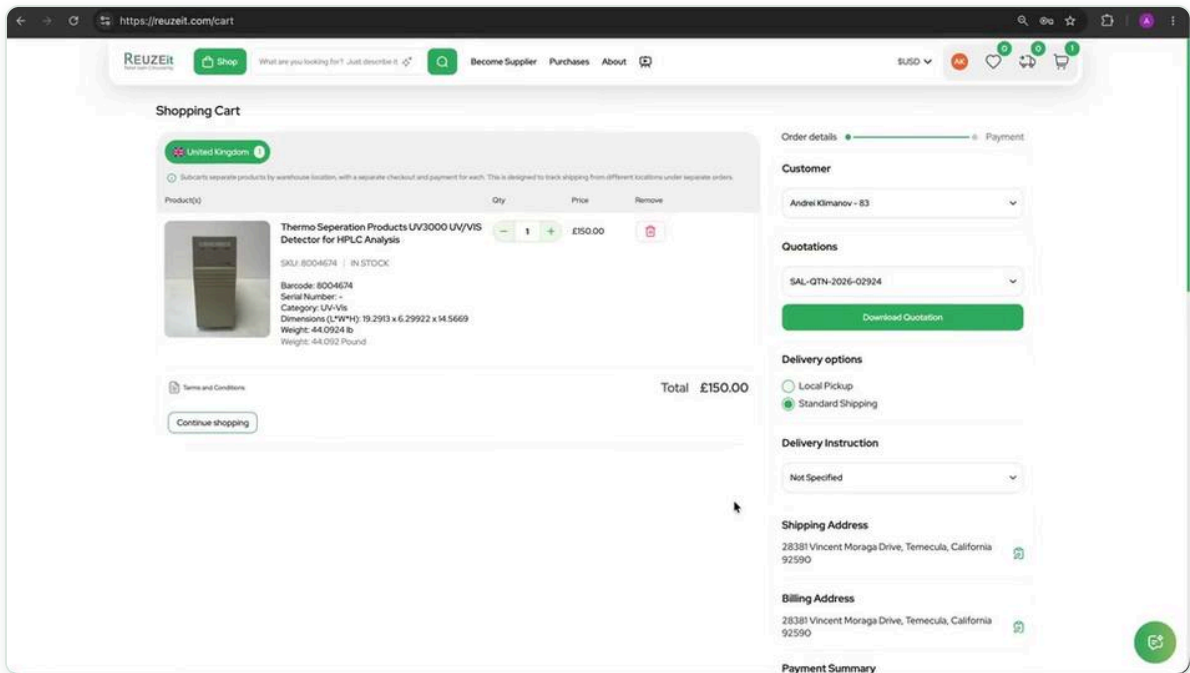
► Watch the clip: [reuzeit.com/knowledge-center/international-shipping-quote](https://reuzeit.com/knowledge-center/international-shipping-quote)

STEP BY STEP

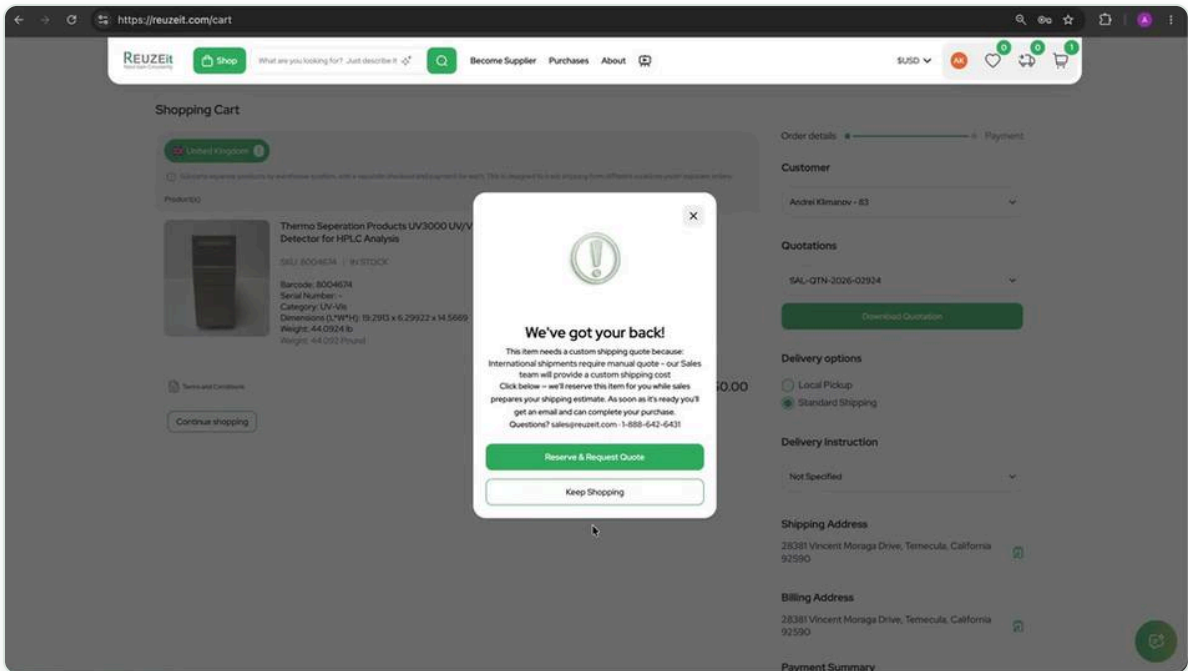
1 For an international item, click Request Shipping Quote instead of Checkout.



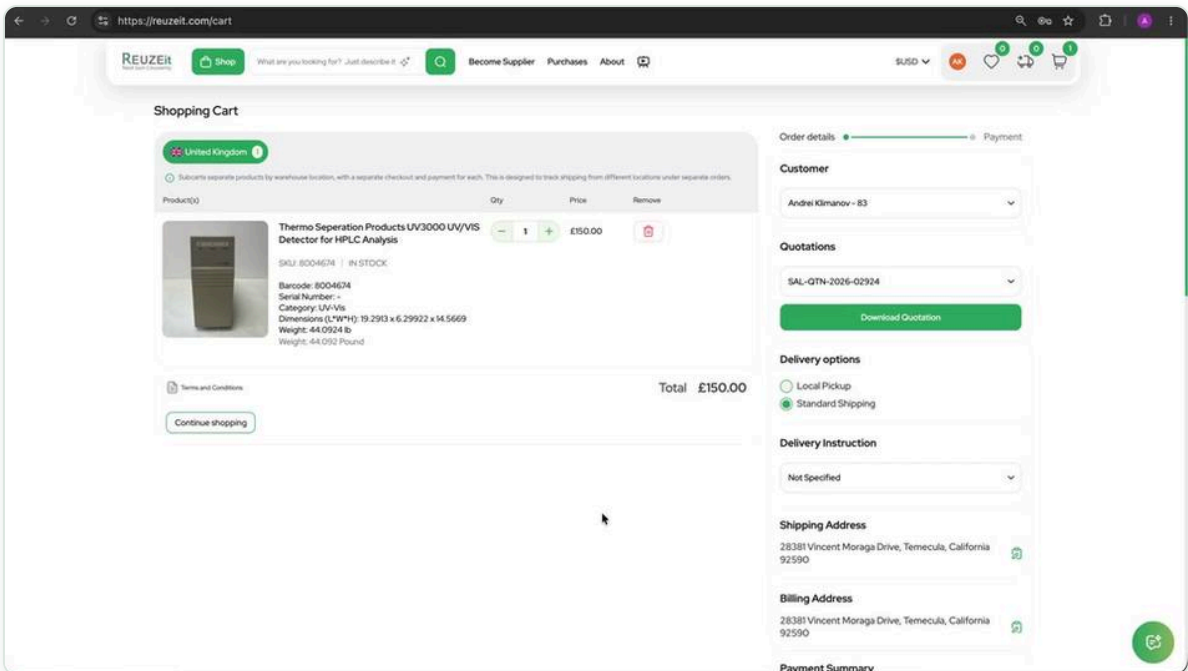
2 Cross-border shipping can't be auto-estimated, so the team prepares a custom cost.



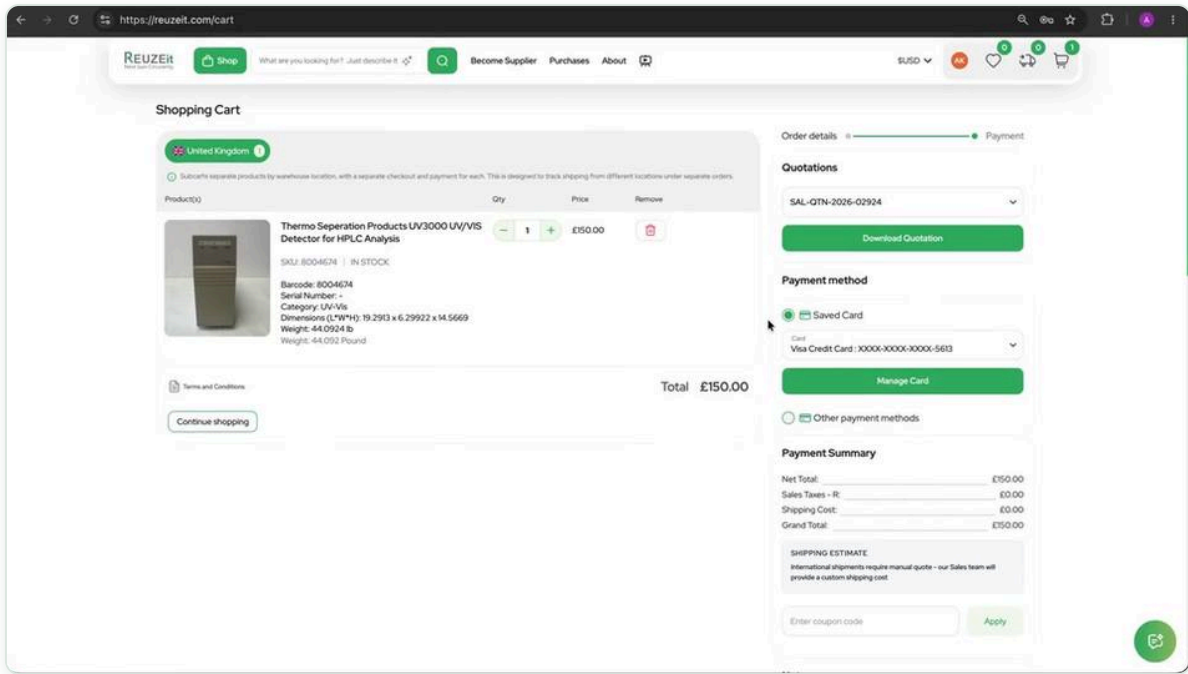
3 Confirm to reserve the item while sales works on your estimate.



4 You get an email when the quote is ready - usually within one business day.



- Once released, click Begin Checkout and pay with your saved method.



## 10 How to manage your account & permissions

See your account info, addresses, saved cards, default warehouse and what your role can do.

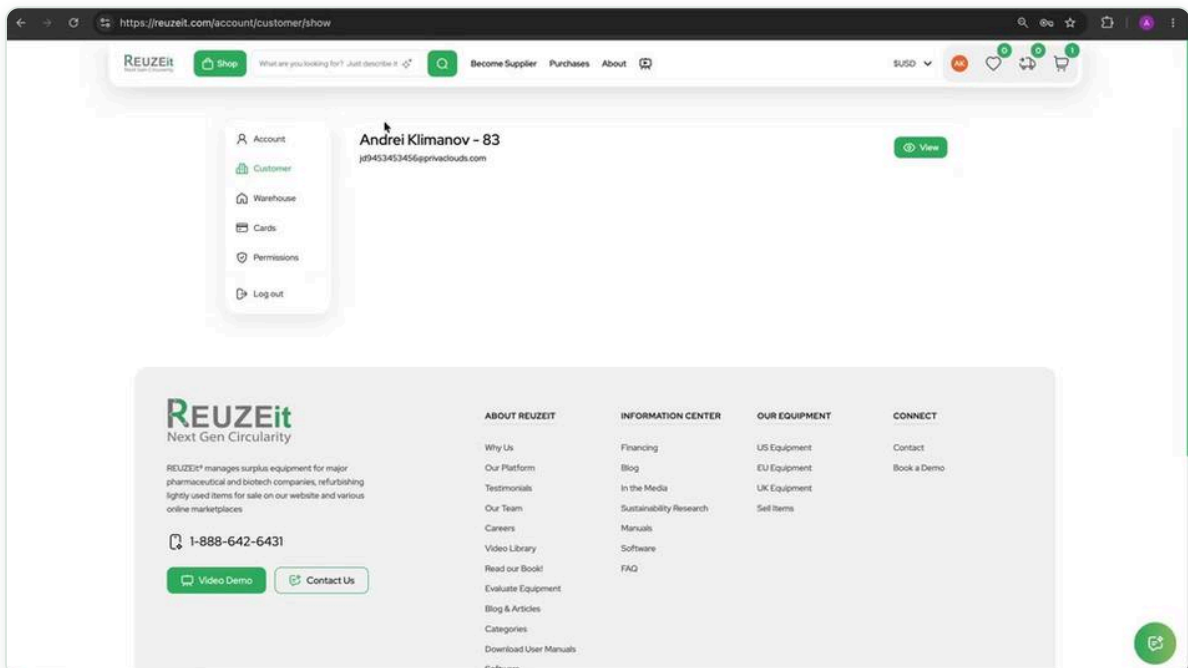
### BACKGROUND

Here I'll show you your account page - your email and address, the customer linked to your account, your default warehouse, your saved cards, and a list of what your role can and cannot do. We have My Account. You can go to My Account and see the basic information about your account - your email, your address, and the customer associated with your account. There's a default warehouse associated with your account - I'll explain how that works later - and the cards associated with your account. And there's a permissions section. It gives you the list of your permissions, what you can and cannot do as a buyer.

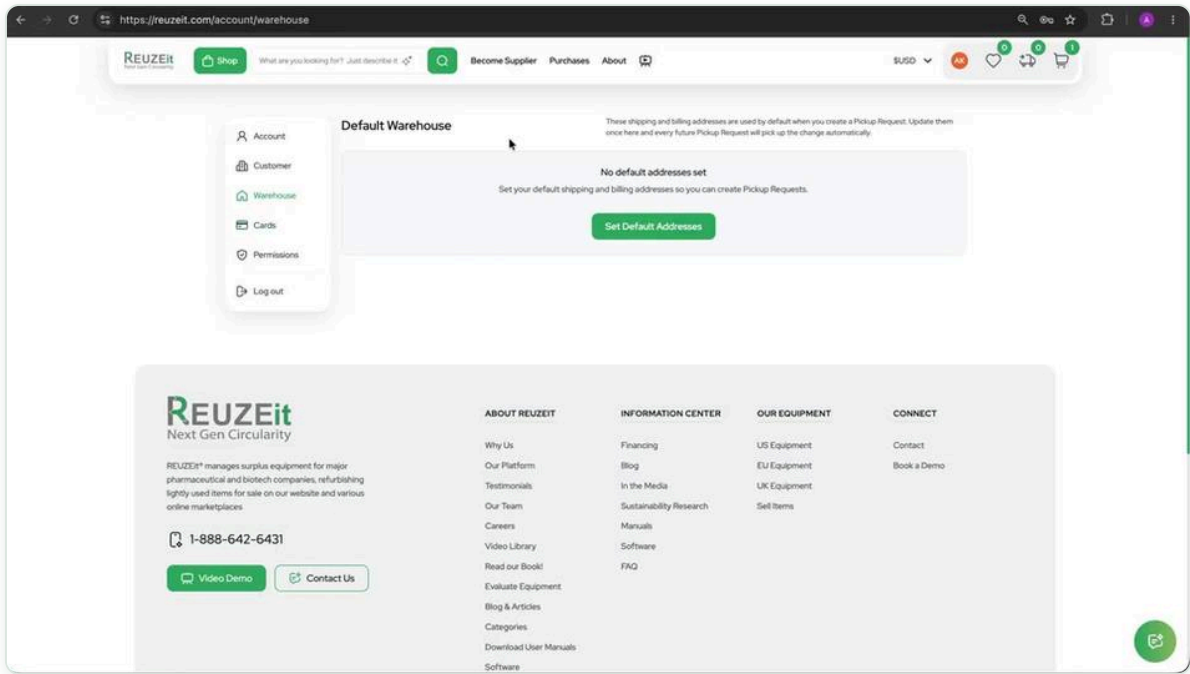
► **Watch the clip:** [reuzeit.com/knowledge-center/your-account-and-permissions](https://reuzeit.com/knowledge-center/your-account-and-permissions)

### STEP BY STEP

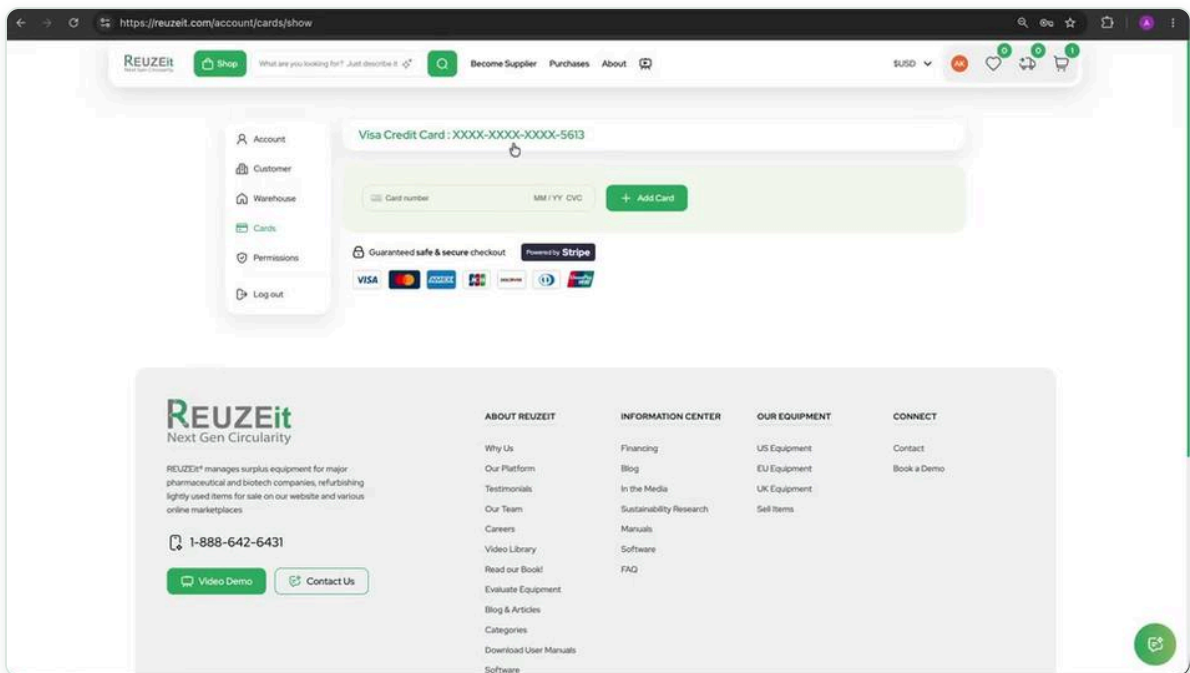
- Open My Account from the menu.



2 Review your email, address and linked customer.



3 Check your default warehouse and saved cards.



4 Read the Permissions list to see what your role can do.

