

PARTNER PORTAL



MYKITA

REGISTRATION FAQ

1. How can I register?

Activate your account by signing in to the Partner Portal using the temporary login details sent to you by postal mail. Your Partner Portal login details are addressed using the respective details in the MYKITA customer database. Additional users will receive their login details when added by an account administrator.

2. What happens if I have forgotten my password?

If the account has been activated and the password individualised you can request a new password using the “Forgot your password?” button. A new password will be sent to your registered email.

3. I never received the temporary login details.

Partner Portal login details are sent out by postal mail using the respective address details in the MYKITA customer database. Should you not have received this letter, please contact your customer service or email us at service.northamerica@mykita.com.

4. What happens to the former retailer platform and my old login?

The MYKITA Partner Portal replaces the former retailer platform and your old login will be replaced once your new account has been activated.

5. How do I add or delete account users?

If you have administrator access you can add users under “My Account”. If you can’t access this function, please talk to your account administrator or email us at service.northamerica@mykita.com.

6. What are my payment conditions?

The payment conditions in the Partner Portal correspond with the agreement you have made with MYKITA.

ORDER FAQ

1. What do the availability icons mean?

📦 **Consumer Stock** means we hold the glasses readily available for your customers. Requests for Consumer Orders are fulfilled from this stock and can be shipped directly.

✅ **In Stock** means that the model is available for Stock Order. If you want the order to be shipped at first opportunity, please ensure you select the Direct Delivery option during the checkout process. Provided at least two models in the order are in stock, your order will be shipped directly.

2. What is the difference between the order types?

Consumer Orders, also known as reference orders, are served from a separate stock to ensure a greater availability for your customers. We define Stock Orders as orders that are not end-customer requests.

3. How do I handle claim and approval orders?

Please contact customer service for claims (manufacturing defects) or approval orders. You can reach us via email at service.northamerica@mykita.com or call +1 973 669 0063 on weekdays between 10.00 am and 5.30 pm (ET).

4. Why is a frame marked “available” suddenly not visible in the basket or not delivered?

The stock levels are refreshed every 30 minutes. Glasses can be sold out within a few hours. In rare cases, your order could overlap with an existing order.

5. Can I order from all the collections?

You should be able to order from all the current MYKITA and MYKITA MYLON collections, as well as the collaborations that you already stock in your store.

6. How long for deliveries?

Expect deliveries for in-stock glasses to take 5 business days for glasses in stock in the USA and 10 business days for glasses in stock in Germany depending on the region you are ordering from. Please note that glasses in stock are only sent out directly if you select the Direct Delivery option in the checkout process. For all items not in stock, the delivery times vary according to production capacities.

7. What does it mean if a product is not in stock? Can I still order it?

When can I expect delivery?

You can still order products that are not in stock. Please note that delivery times for items not in stock are subject to production capacities.

8. What are the rules for receiving Free Shipping?

We offer free shipping within North America for orders of five frames or more.

For further information please contact your sales representative or email us at service.northamerica@mykita.com