reckon.ai

Frequently Asked Questions

What is Reckon.ai?
Reckon.ai is a ground-breaking retail technology company developing technology for smart and autonomous micro stores. Our technology combines AI, image recognition, and a sensor system to deliver a seamless, cashierless shopping experience that could operate 24/7.

How do I unlock a Reckon.ai micro-store?
You can unlock the smart and autonomous micro store by tapping your debit/credit card. Alternatively, you can use an app to enter the cabinet code or scan a QR code and open the doors. Once ready, the doors will open and you can start shopping. Close the doors and you are ready to go.

How do I pay for the products?
There's no need for a conventional checkout. When you close the doors after picking the products you want, the amount will be automatically charged to the card you tapped or the one registered in your app.

Is there a Reckon.ai app I can use?
Yes, Reckon.ai offers a mobile app which can be used to unlock the store and manage your payments. You can download the app from the Apple App Store or the Google Play Store. Just download the app, register your account information, and add your credit or debit card to get started.

Where can I find my receipts?
You can view your receipts in the Reckon.ai app. Each receipt shows the items you purchased, their individual prices, and the total amount. Receipts remain in your account for 12 months.

I have a question or issue with my receipt. Who can I contact?
A: For any queries or issues regarding your receipt, you can contact Reckon.ai's customer support through the app or visit the Contact Us section on the Reckon.ai website.

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Why is the pending charge on my card/app different from what I actually spent?
The pending charge is a pre-authorization to ensure you have the funds available to complete your purchase. The final charge may be different according to what you purchased. Your card issuer will clear the pending charge once the final transaction is processed.

Can I connect more than one debit or credit card to my Reckon.ai account?
You can have more than one debit or credit card connected to your app account. We accept all major cards including American Express, Visa, Mastercard, etc.

How do I change or recover my password for the Reckon.ai app?
If you know your app password and want to reset it, tap "Account", then "Account", and then "Change Password". If you've forgotten your password, click "Forgot Password" and follow the instructions sent to your email.

Is my information secure with Reckon.ai?
Yes, Reckon.ai takes data security seriously. Your payment information and purchase history are stored securely. Reckon.ai doesn't process any payment, this is done by third parties compliant with the regulations.

What kind of information does Reckon.ai collect about me?
Every data is tokenized so we don't have access to personal information.

How does Reckon.ai handle data privacy?
Reckon.ai is committed to protecting the privacy of its customers. For detailed information on how data is handled, please refer to the Reckon.ai Privacy Policy.

Does Reckon.ai use facial recognition?
No, Reckon.ai does not use facial recognition or body recognition. The system uses overhead cameras and sensors for product recognition to ensure a seamless shopping experience and GDPR compliance.