Boooooh · App guide

Shopping on Bloop

Buy on Bloop, the marketplace inside Linework: what it is for, how your payment is protected, fees, cart and checkout, orders, tracking, refunds, partner shops and Explore Shopify.

Version
11/2026

Language
English

Online
docs.linework.app

APP GUIDE · BLOOP

Shopping on Bloop

What Bloop is for

One app

Shop where you already are

Find products, follow stores, chat with sellers and pay without leaving Linework or typing in a card.

Protection

The seller is paid when it ships

Your payment goes to Linework first and reaches the seller only once the order has shipped.

Verified

Reviewed stores

Linework reviews every store before it can list products. Verified stores show a badge next to their name.

More choice

Partners and Shopify

Partner shops such as Amazon, AliExpress, Temu and Shein, and Explore Shopify to buy from independent stores worldwide.

The Bloop home

Open Bloop from its tab in the bottom bar, or tap **Shop** at the top of the Home video feed (swipe back to return to the videos). The home looks like a shop inside the feed:

- At the top, the same bar as the video feed: **LIVE**, **Community**, **Nearby**, **Shop** (where you are; tap it to go back to the top), **Following**, **For You** and the magnifying glass to search products.
- Below: **Seller mode**, cart, wishlist (heart) and the ≡ menu (see below).
- A row of categories you can scroll sideways: **All**, the promotion of the moment (for example **Black Friday**) and the categories with products.
- **Sponsored stores**, **Partner shops**, member listings with the filters **ALL / SERVICES / FILES / NEAR ME**, then the products in a two-column grid with cards of different heights; a **Sponsored** card can appear between the products. Then **Christmas gifts** (from October to early January), the ebook shelf, the stores row (with **Explore Shopify**) and **Stores You Follow**.
- The **+** button at the bottom right publishes a **New listing**: up to 3 photos, title, price in euro, description and category, then **Publish**. The listing goes into your store; if you don't have one yet, the app takes you to create it first (see Create a store).
- Filters in search: price, discount, condition (New, Used, Renewed), newest or price order.

The ≡ menu opens a sheet with your orders, messages, favourites, offers, history, addresses, payment, help and support, and a shortcut to start selling.

Bloop, LineEat and LineX

Where they are available, the top of the Bloop home has three tabs: **Bloop** (shops), **LineEat** (food delivery) and **LineX** (rides). Tap a tab to switch; the app remembers your choice. Where LineX is not

active yet, its tab shows **Coming soon** with **Become a driver**. The web app has the same tabs at the top of Bloop.

Your language and categories

- Names and descriptions of products and stores are shown in your language (the one chosen in Settings → **Language**, or your phone's language if it is one of the 7 app languages). Translations are automatic: if a text isn't translated yet you see the original. Brands, numbers and prices don't change. Sellers always see and edit their original texts.
- All stores share the same categories (for example Fashion, Home, Tech, Beauty, Grocery, Sport, Services), translated into your language. Only categories with products are shown, and a category includes its subcategories. **Trending categories** count only products you can actually buy.
- If a seller doesn't choose a category, Bloop picks one from the product's name and description. Sold-out products show **Out of stock** and can't be added to the cart.

Products and stores

- The product page shows photos and video, price, variants (colour, size), quantity, availability, **Details**, **Reviews**, the store and related products. Tap **Add to Cart** or the heart to save it.
- A store page shows its products, followers and search; **Follow store** to see it in Stores You Follow, chat with the store, or share and report it from ….
- **Digital products** (files) have no shipping.

Cart and checkout

1. **Your cart**: change quantities, remove items or move them to the wishlist, add a note for the seller, then **Checkout**.
2. **Address**: use your location, a saved address, or fill in first name, full surname, street, city, ZIP, country, region and phone (country and region are chosen from a list with search). Tap **Continue to payment**. (Only digital items: this step is skipped.)
3. Check the total and tap **Pay**, then confirm.

Payment methods and fees

The payment fee goes down as your cart gets bigger:

Items in the cart	Payment fee
up to $50	3%
up to $200	2%
up to $1,000	1.5%
above $1,000	1%

The fee is at least $0.30 per order. **Shipping insurance** is optional: 2% of the items' value, minimum $1, for a refund if the parcel is lost or damaged.

Your orders

Menu → Bloop → **Orders**: search and filter (All, In progress, Delivered, Cancelled). For each order you can:

- **Contact seller** in chat;
- **Track** the parcel (number, courier, tracking link) once the seller has shipped it;
- confirm **Received**, then review the store and rate the product;
- **Buy again**.

> Tap **Received** only when the parcel is in your hands and you have checked it: from delivery you have 48 hours to ask for a refund.

Ebooks and digital files

- Find ebooks in the **Ebook** shelf of the Bloop home (**See all** for the full list) or in the **Ebook** category. The product page shows the file type and size and the **Book details** (author, publisher, language, pages, ISBN, year) with a summary.
- Buy as usual: there is no shipping and no address.
- After paying, in **Your orders** open **Your files** and tap **Download**. The link is valid for 10 minutes; you can create a new one whenever you need (up to 20 a day per file).
- Before paying the file is never accessible.

Refunds

1. From the order, tap **Refund** and choose what happened: it never arrived, it is damaged, or it is the wrong product.
2. The seller reviews your request. If accepted, ship the item back and add the return tracking.

Follow your requests in Menu → Bloop → **Refund** (Requested, Accepted, Rejected). You can cancel a request while it is still Requested. Requests sent more than 48 hours after delivery are rejected automatically.

Partner shops

The **Partner shops** row shows selected products from partners such as Amazon, AliExpress, Temu and Shein. Tapping one opens the partner's own app or site: you buy, pay and get support there, not on Bloop. These are affiliate links: Linework may earn a commission on what you buy there.

Explore Shopify

From the Bloop home banner (or the **Shopify** store) you can search products from independent Shopify stores all over the world:

1. Type what you are looking for and choose where it ships with **Ships to** (Worldwide, a European country or the rest of the world).
2. Open a product to see photos, options and the store. Choose **size**, colour and the other options: only the combinations available are shown, and the price, photos and store follow the variant you pick. If a product has sizes, you must choose one before buying.
3. Tap **Buy with Linework**, choose the quantity (up to 10) and the address (you can add one there) and calculate the total: items, the store's shipping, taxes and a **5% Linework service** fee. The quote is valid 15 minutes.

Follow these purchases in Menu → Bloop → **Orders**, together with your other orders, or in **My Shopify orders**. Each order shows the store, the product, the total paid and its status: buying from the store, bought, shipped (with tracking), delivered or refunded. You get a notification when the order is bought from the store, shipped, delivered or refunded; tap it to open the order. To use the store's own checkout instead, tap **See it on** the store's site. Some stores accept orders only on their own site: in that case the app tells you and offers to open it.

Changed your mind? As long as the order has not been bought from the store yet, open it in **My Shopify orders** and tap **Cancel order**, then confirm (**Keep order** leaves it as it is). You are refunded in full on the payment method you used. After that the button disappears and the order can no longer be cancelled.

Merchants: see Sell on Bloop with Shopify.

Wishlist and followed stores

Tap the heart on a product to keep it in your **Wishlist** (heart at the top of Bloop). Stores you follow are listed in **Stores You Follow**, and conversations with stores are in Chat → **Bloop**. Want their promotions? Turn on **Offers from stores you follow** in Settings: at most 2 a day from all stores together.

Good to know

- **When does the seller get my money?** When the order ships.
- **Who handles a partner shop order?** The partner (for example Amazon): shipping, returns and support are on their side.
- **A problem with an order?** Write to the seller from the order first; if it isn't solved, open a **Refund** within 48 hours of delivery. You can also report a store from … on its page.