

Delivery terms

This delivery policy (or shipping policy) is meant to serve either as (i) guidance for customers so that they have a general idea of when to expect delivery of their goods, or (ii) a legally binding contract placing obligations on the seller. It explains what the customer should do in the event of any issues with the delivery, including non-delivery and loss.

All items purchased on our site are subject to the below terms of delivery. Customers are expected to read our terms and accept them. Any deviation from the terms must be agreed upfront between us and the customer.

1. Our delivery terms are based on geographical location and cost of delivery may vary accordingly.
 - Nairobi CBD 200 Kes
 - Nairobi (other) 300 Kes
 - Outside of Nairobi will be determined and provided to customer after order is placed, subject to shipping cost.

1. A free delivery is provided for all orders exceeding 5 items within Nairobi.
2. We sell products that are available in stock at the time of order. We will however accommodate any order that will require extra time for restocking, on a need basis. Any delivery terms in-regards such will be separately agreed with the customer.
3. In the case of Products, your order will be fulfilled/made ready for receipt within 24 hours if ordering from Nairobi CBD. If ordering from the outcasts of outside Nairobi, delivery will be within 24 hours if order is received before 11 AM and up to 48 hours if order is received after 11AM. Orders that necessitate a delivery fee will be indicated at the time of purchase, unless there are exceptional circumstances.
4. In case of services, delivery terms will be agreed upfront with the customer, based on the type of service.
5. When the receiver at delivery point is not the customer, but a representative, the customer takes full responsibility for any loss after delivery has been done.
6. We also accommodate pick and pay if the customer is willing and able. Pick up place will be agreed upfront with the customer.