

# **SILVERKEY TECHNOLOGIES**



## **Frequently Asked Questions (FAQ)**

### **1. When did you start?**

Silverkey was founded in 2013 and has grown into the most trusted PC financing team in Eastern Province of Zambia.

### **2. What products do you have?**

Our products include:

- Laptops.
- Antivirus.
- Web designing.

### **3. Do you sell second hand products?**

We don't sell second hand laptops, all our computers are brand new.

### **4. Do you have computer accessories?**

No, we don't sell computer accessories, but we can always refer you to other reliable sources for computer accessories.

### **5. Do you do repairs?**

We do repairs only to our clients

### **6. Where do you get your products?**

Our products are imported from USA.

### **7. Where are you situated?**

We are situated at Provident House Room 102, 103, Along Umodzi Highway, Chipata

### **8. Do you have branches outside Chipata?**

At the moment we don't have any branches outside chipata.

Our offices are only in chipata at Napsa Building Room 102 and 103.

### **9. What is the price range of your computers and antivirus?**

Our laptops range from K4, 000 to K8, 500(on a payment plan)

Antivirus range from K200 to K400.

### **10.How does the payment plan work?**

The monthly payment plan means that you can pay for your new computer a bit at a time, in manageable chunks.

The payment plan goes up to 6months, meaning that in the first month you invest a percentage of the actual price of the laptop, then the remaining amount will be divided into either 3 or 5 equal installment for the remaining months.

### **11.How do I make payments?**

Payment can be made by:

- Depositing money in the company account
- Coming to the office
- Or better still you can call us to come
- collect the money.

### **12.If I place an order, when can I expect my computer?**

Orders only take 7 week days.

### **13.Do you offer guarantee on your products?**

Yes, our products have a one year guarantee. Others have more.

### **14.Do you do after sell service?**

Yes, we do after sale service to our clients.

### **For more Information you can Contact Us**

**Silverkey Technologies Co. Ltd  
Suite 102,103 Provident House,  
Along Umodzi Highway, Chipata**

(+260) 216-223816

(+260) 954-648540  
[silverkeytechnologies@gmail.com](mailto:silverkeytechnologies@gmail.com)