

Frequently Asked Questions (FAQs)

1. How do I download the App?

<https://play.google.com/store/apps/details?id=com.isuzu.parts.app-Android>

<https://apps.apple.com/ke/app/isuzu-ea-parts/id1511303959-IOS>

2. How do I place an order for spare parts?

Download the App as above or call 0800 724 724

3. Can I track the status of my spare parts order?

Yes, you can.

4. Is Parts delivery free?

The price in the App is inclusive of delivery

5. Is delivery country wide?

Currently delivery is within Nairobi Metropolis (50Kms radius)

6. What are the operating hours?

Mon-Fri 8:30- 4:00pm

Sat 8:30-1:00pm

Sundays & Public holidays closed

7. What types of spare parts are available on the platform?

All Isuzu genuine parts and Lubricants are available on the platform

8. What if I can't find the specific spare part I'm looking for?

Call 0800 724 724 for assistance

9. How can I contact customer support if I have further questions or issues?

Call 0800 724 724 for assistance

10. Can I cancel or modify my order after it has been placed?

Once the order is placed, you cannot make changes at all

11. How long does it take to receive my spare parts?

The time taken to deliver spare parts depends on the customer's location. We, however, have a promise time of one (1 Hour) within Nairobi

12. What is your return policy?

We accept returns within 30 days of purchase. Please refer to our return policy for more details.

13. Can I provide feedback or review the spare parts I purchase?

Yes, you may. Your feedback is valuable to us to make your experience great with us.

14. Are there any installation guides or resources available for spare parts?

Should you require installation guide, call 0800 724 724 for assistance

15. Do you offer any technical support for spare parts?

Yes, our technical support team is available , Call 0800 724 724 for more information

16. Can I create a wishlist or save spare parts for future reference?

Yes, you can create a wishlist

17. Are there any discounts or promotions available for spare parts?

Whenever there are discounts and promotions, they will appear on the App's homepage

18. Are there any loyalty programs or benefits for frequent customers?

We currently have a loyal program for Service parts and lubricants. We shall keep improving to include other parts overtime

19. Is my personal information secure on the platform?

Your personal information is VERY secure on the platform