

VinCee IMPORTS

Order placement and payment

- Text the group admin to place an order. Pre order products are posted for a week
- Payment validates order - MOMO
- Clients can pay in instalment before final list
- All payments should be made before the final list will be posted
 - If final list is posted and you are yet to make payment, your name will be taken out
- When making payment, kindly use the item's reference number as reference
- You can also privately text the group admin on products/goods that you are interested in but has not been posted by the admin on the platform
- You can also order in wholesale quantities

Arrival of products

- Products/goods are expected to arrive between 5-6 weeks (1 month 2 weeks)
- In few occasions, arrival of products/goods might delay due to late loading at the warehouse.

Shipping fee

- After arrival and pickup of products, shipping fee will be posted
- Shipping fee x Quantity ordered
- Shipping fee should be paid in a space of 1 week after product arrival

Delivery and pickup

- Clients can receive their products only when shipping fee has been settled. T & C apply
- Clients should confirm receipt of products especially when delivery or pickup is done by a third party

- Delivery fee is different from shipping fee. VinCee Imports only takes shipping fee

Refund & return

- Product is returnable;
 - If client is not satisfied
 - If product is not what client ordered
 - If product does not meet client's expectation in terms of quality
- This applies to products that have not been used, consumed or seal broken.
- VinCee Imports will only accept a returnable if;
 - If product's seal is not broken
 - If product is in good condition and can be resold
- A client will receive 100% refund after the product has been resold

Extra pieces/products in Ghana

- Payment validates order – No reservations
- Price of additional piece(s) of products are higher than pre ordered (Take note)
- No shipping fee to be paid for any additional product already in Ghana

VinCee Imports – We got you!

THANKS FOR CHOOSING US!!!