

VinCee IMPORTS

How do I make an order?

- Text the item's name and reference number to the group admin to place an order. You can also send a screenshot of the item to the admin. Pre order products are posted for a week
- 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
- Payment validates order – MOMO

How do I make payment?

- Payment validates order – MoMo. Admin will send you payment details.
- Clients can pay in instalment before final list. NB: You have to alert/inform the admin if you want to pay in instalments.
- When making payment, kindly use the item's reference number as reference

What happens if I am not able to make payment 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 will the goods/products arrive after making payment?

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

How do we pay the shipping fee?

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

How do we get the goods/products when they arrive?

- Items/products will be picked up or delivered by a third party depending on your location.
- 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

Can I return the product or item?

- 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;
 - product's seal is not broken
 - product is in good condition and can be resold
- A client will receive 100% refund after the product has been resold

Can I pay for extra pieces/products when they arrive 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!!!