

# FAQs

## What are your hours of operation?

Our hours of operations are –

Monday to Friday – 07:30 to 17:00

Saturday – 07:30 to 12:30

Sundays and Public holidays – Closed.

## Will you deliver my order to me?

We generally deliver using our own vehicles within the greater Nairobi area. For distances beyond these, please give us the contact of the transporter whom you have an account with or your preferred transporter and we will deliver goods to them or they can come and collect. If neither of this is possible then we can organise for a transport company at an additional cost. Please consult our sales team for more information.

## What is the lead time for my order?

We generally try to fulfil all orders as quickly as possible depending on when the order was received. If your orders are regular and of a largish amount then we may also hold a variable buffer stock to keep you supplied when the goods are required.

On average, for goods manufactured at Sanpac, our lead time is 2 weeks from order placement.

For goods that have to be imported, the lead times will vary. Please consult our sales team for more information.

## Can I purchase odd quantities?

Sorry. No. We only sell 'Full Packs' based on our pack sizes per product, but we can give you directions and contact details of our distributors who may be able to help you.

## Can you offer me credit terms?

Yes, we most certainly can. You need to fill in a Credit Application form and submit it to us. After getting all relevant Trade and Credit Worthiness references we will revert to you with our approval or denial of your request.

## We have rejected the goods due to quality problems or damages. What is the way forward?

We are sorry for the inconvenience caused. We will organise to collect the goods or you may return them to us. Our Quality Assurance department will get in touch with you to investigate what could have gone wrong. Once the QA department is done with their investigations and depending on the situation, we may replace the goods or issue a credit note.

## I am sending my vehicle to collect goods from your premises. How long will it take to load and release it?

If you give us adequate notice, e.g., 24 hours then we will keep the goods ready to avoid delaying your vehicle but please send us the details of the vehicle and the driver. If you are an account customer, then please ensure that your account with us is up-to-date. In other cases please ensure that full payments are made prior to sending your vehicle. Please speak to our sales team for further details.

## How can I pay for the goods?

Payment is either by Company cheque, Mobile money Transfer – Mpesa or by RTGS.

Customers who wish to pay by company cheque can do so upon prior arrangement with the management. Please speak to our sales team for further details.

Goods will be released to the customer after confirmation of receipt of payment into our account.