

Kueza MERCHANT FAQ's

At Kueza, we are passionate about providing visibility and accessibility to the informal & formal merchants in Africa enabling them to trade products and services online, across country borders and to the United States. Our patent pending e-commerce mobile app and web platform is committed to advancing the developing digital infrastructure on the African continent. Kueza creates an opportunity for vendors in forgotten corners of their region to use their mobile phones to sell their products and services globally.

How does the App work? The app connects your products to potential buyers. It basically serves as a 'market' for your products. Video tutorials are available on the Kueza YouTube channel and on the app under Help & Support.

- Kueza makes it easy for African markets (both informal & formal) that rely heavily on mobile phones and mobile money to become global buyers/sellers.
- Kueza offers two separate apps: User/Consumer App and Merchant/Retailer App available for download onto a mobile phone.
- Individuals can register to shop online for products and services. Businesses can register to sell products and services as well as access various business resources.
- Buyers and Suppliers can communicate, negotiate, and possibly establish partnerships.

Do I have to pay to use Kueza? Registering for Kueza is free. Users are responsible for shipping, VAT, customs clearance charges (when applicable), and order processing fees.

How do I sign up? Download the App for *Kueza Merchant* from the App Store and Google Play once launched. Follow prompts and register with your details.

What languages are available? English and French

What payment methods are accepted? Payments Are Powered by Flutterwave.

- Debit/Credit Cards
- Mobile Money
- Paypal
- Bank Transfer

Kueza Merchants and users acknowledge and accept the following:

Terms & Conditions (<https://www.flutterwave.com/us/terms>)

E-Merchant Agreement (<https://www.flutterwave.com/us/merchant-service-agreement>)

Note that these terms and conditions constitute a legal agreement between you (the merchant) and/or you (consumer/user) and Flutterwave (the service provider). You may not access or use any Flutterwave services unless you agree to abide by all the terms and conditions as contained in the referenced agreement.

What countries do you ship to?

- US
- Canada
- Cote D'Ivoire
- Ghana
- Kenya

What delivery methods are available? Self-shipment option available plus Ground |Air |Sea

How do I communicate with the user? Merchants can reply to Users once contact is initiated by the User. Merchants and Users may also communicate via direct messaging on the app, private emails and/or by telephone.

Does my business require government registration?

- The individual running the online business must provide government issued ID for security purposes. A business registration is required depending on the type of business. You must register your merchant account with a government issue photo ID for security purposes.
- Starters are encouraged to formalize their business registration and we will guide you through the process.

How do you determine the shipping cost? Shipping cost varies and the merchant will provide the buyer with details.

How long does it take to receive my order? Delivery schedules vary based on the selected priority delivery preference, selected courier, shipment method (air, ground, or sea), custom order and location. Merchants will confirm estimated timeline with the courier and provide the buyer with the details.

How do I track my order? Merchants are required to provide buyers with tracking details enabling the user to track purchases online or by phone.

Once I place my order can I cancel or modify? Cancellation policies vary based on each merchant and the type of product/service. Buyers are encouraged to inquire with each merchant prior to placing orders.

What is the return/refund policy? Return/Refund policies vary based on merchant and product/service. Buyers are encouraged to inquire with merchant prior to placing any orders.

Can I search for products by region or country? Yes.

How do I get paid? And who is responsible for transfer charges if I choose any payment method? *You can set up what payment type you prefer on your profile when setting up your account. Regardless of the payment method you choose the Payment will be made directly into your bank account or Mobile Money (MoMo) account extra charges for payment made to your accounts is your responsibility and depends on your bank charges*

What items are not permitted to be listed on Kueeza?

- Illegal drugs
- Fire arms
- Exceptional value items (Gold, Diamond etc)
- Ivory and ivory products
- Animal furs
- Animal Skins/Bush meat
- Seeds
- Pharmaceuticals

Kueeza Merchants further acknowledges and accepts the full responsibility to comply with the prohibited list referenced in the attached links provided by our payment gateway partners at Flutterwave. Terms & Conditions (<https://www.flutterwave.com/us/terms>)
E-Merchant Agreement (<https://www.flutterwave.com/us/merchant-service-agreement>

How do I list my products and/or services? Video tutorials are available on the Kueeza YouTube channel and on the app under Help & Support.

Can I list more than one business? Yes.

Is there a web version? Not currently. The priority is to get Africa connected using the most widely available method which is mobile phones. The web version will be available in 2021.

How do I deactivate my account? Your account can be deactivated by selecting the deactivation link in the profile section of the app.

How do I delete my account? A request to delete a user account must be submitted via email to: accountservices@kueeza.com

How do I contact customer service? If you have any additional questions or concerns, please email our customer service department at info@kueeza.com .