Kuueza USER FAQ's

At Kuueza, 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. Kuueza 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? Video tutorials are available on the Kuueza YouTube channel and on the app under Help & Support.

- Kuueza makes it easy for African markets (both informal & formal) that rely heavily on mobile phones and mobile money to become global buyers/sellers.
- Kuueza 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 Kuueza? Registering for Kuueza is free. Users are responsible for shipping, VAT, customs clearance charges (when applicable), and order processing fees.

How do I sign up? Downloads for *Kuueza User* will be available in the App Store and Google Play. 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

Kuueza 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? Ground |Air |Sea

How do I communicate with the merchant? Merchants can be contacted via direct messaging on the app, private emails and/or by telephone.

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.

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@kuueza.com

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