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Return Instructions

Africa Imports is the largest supplier of African products in the US.



Africa Imports
240 South Main
Street, Unit A
South Hackensack,
NJ 07606

Toll Free Phone:
1-800-500-6120

Toll Free Fax:
1-866-457-1910

Visit us online at:
www.africainports.com

Business Hours:
8 AM to 7 PM EST
Monday-Friday
9 AM to 4 PM
Saturday EST.

1. WHAT TO DO WHEN YOU GET YOUR ORDER

Please check your order completely to ensure that everything is in good condition. If there is a problem with your shipment, note the problems clearly and let us know right away. You can let us know about a return online at www.africainports.com. You can also e-mail us at africa@afriaimports.com, phone toll free at 1-800-500-6120, or fax us toll free at 1-866-457-1910.

2. WHAT TO DO IF SOMETHING IS DAMAGED

Damages must be reported within **five** business days in order to process the appropriate claims and send out replacements in an efficient manner.

- **Do not** discard the original shipment box or its packaging.
- **Do not** return damaged items without notifying us first to obtain instructions.
- **Do** note any damages to the exterior of the box on the invoice received with the package, and highlight all damaged items.

3. HOW TO MAKE A RETURN

All the items you want to return must be returned within **thirty** days of the original purchase date given on the invoice enclosed with your order. There is a 10% restocking fee for anything returned after thirty days. No returns are accepted 60 days beyond the purchase date. Returns received without this paperwork will slow down your return, and may cause confusion and cost you a fee.

Instructions:

- Include your name, address, and a copy of the original sales order with your return.
- Be sure to note the reason for the return next to the item(s) on the sales order.
- Specify if you want a replacement, store credit, or refund on the order. No cash refunds are allowed after the thirty day period.
- Carefully package and insure the merchandise to prevent damages. Always obtain a tracking number to ensure receipt.