

## Customer Care Policy

At African Basket, we prioritise exceptional customer care and aim to foster a vibrant community for all Africans through our online shopping experience. We value each customer and strive to provide a personalised and attentive service that caters to your needs.

Our dedicated customer care team is here to assist you every step of the way, ensuring a seamless and enjoyable shopping journey. Whether you have enquiries about product availability, need assistance with your order, or have any other concerns, we are committed to addressing them promptly and courteously.

### **1. Availability of Customer Support:**

- Our customer support team is available during our designated customer service hours to assist you with any enquiries, concerns, or issues related to your shopping experience.
- Please note that response times may vary depending on the volume of enquiries and the complexity of the issue.
- Our Customer Service Representatives are available from 9am – 5pm from Monday to Friday and 9am – 12pm Saturday only.

### **2. Communication Channels:**

- You can reach our customer support team through various communication channels, including phone, email, and live chat, as specified on our website.
- We strive to respond to your enquiries in a timely manner, providing assistance and guidance to the best of our abilities.

### **3. Information Accuracy:**

- While we make every effort to ensure the accuracy of the information provided on our website and by our customer support team, we cannot guarantee the completeness, reliability, or timeliness of all responses.
- It is your responsibility to provide accurate and complete information when contacting our customer support team to ensure a smooth resolution to your enquiry or concern.

### **4. Limitations of Support:**

- Our customer support team can assist you with general enquiries, order-related issues, and basic product information.

- Please note that our team may not be able to provide expert advice on complex technical matters or detailed product specifications beyond the information available on our website.

**5. Professional and Respectful Communication:**

- We expect all interactions with our customer support team to be conducted in a professional and respectful manner.
- Any abusive, offensive, or inappropriate language or behavior directed towards our team members will not be tolerated and may result in the termination of support services.

**6. Feedback and Complaints:**

- We welcome your feedback, suggestions, and constructive criticism regarding our customer care services.
- If you have any complaints or concerns about our customer support, please contact us directly, and we will make every effort to address and resolve the issue in a fair and timely manner.
- All emails can be directed to us as [support@africanbasket.shop](mailto:support@africanbasket.shop).

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