

CONGO UNLOCKED TERMS OF SERVICE

The words "We", "Us" refers to CONGO UNLOCKED as a company.

The word items refer to the orders you make

1. Full payment must be paid by client before we make any purchase.
2. Client must collect items within two weeks from the time they are delivered in our Storage charges of \$2 per day will apply for any items not collected within two weeks of delivery.
3. Delivery dates are estimated and cannot be guaranteed dues to many factors such as bad weather (for airfreight) and customs delay. but we will do our level best to delivery in time if possible.

Our deliveries are: Normal or Economy (UPS): 12 to 21 working days

Express (DHL): 5 to 10 working days

4. Client should be aware of what they instruct us to buy (quantity, size, color or any other detail...), If we buy anything and then later client realizes that there is a mistake, we cannot be liable for any mistakes made by client. If it's our mistake then we are fully responsible and we shall correct it at our expense. Most common mistake examples are wrong sizes of shoes, rings etc. this is because sometimes Client is not sure of their size.

5. We do not offer technical support, for technical support client should contact the manufacturer of the items.

6. Returns and warranties: Some US sellers give one-year warranty. In this case warranty only works within USA. If Client has problems with any item that is under warranty, the Client has to pay for return shipping costs of the item back to USA. We can help you with the return and work on the warranty Issues and then send the item back to you the Client for a small fee to cover shipping costs.