

TERMS & CONDITIONS

Minimum order amount

Minimum order amount is 500.00 MZN

Payments

We support the following payment options at our site and application

1. Cash on Delivery
2. Card on Delivery – Presently available only in Maputo & Matola.
3. M-pesa (843444555)
4. Direct deposit in our Bank account

Shipping Policy:

Shipment processing time

All orders are processed within 24 hours from order. Orders are not shipped or delivered on weekends or holidays.

Shipping address & contact information should be correct and any delay in delivery due to any incorrect information would be sole responsibility of customer.

Normal delivery time:

Maputo & Matola city are within 1-2 working days

Xai – Xai City is 2-3 within working days

For other cities it will take up to 10 to 15 days.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in the shipment of your order, we will contact you via email or telephone. For further information you can also check your order section or contact us.

Shipping rates:

Customer can arrange their own transport if they willing to do. We can deliver goods up to shipping destination. We do not take any responsibility of damaged goods if customer use their own transportation. If they are not able to find transport, then we ship through our affiliate partner with the following shipping charges.

- Maputo, Matola & Xai – Xai – Free delivery
- Beira, Chimoio, Tete & Quelimane – 10% of the order amount
- Pemba & Nampula – 15% of order amount.

Refund and Cancellation Policy

Our focus is on complete customer satisfaction.

Till the time order is pending with the company, the user can cancel (without any cancellation charge) the order and receive the payment made through the online payment partner. Once the order is shipped cancellation rights of user will be waived off.

In the event, if received Damaged, Defective or Item not as described, we will replace your product, provided the reasons are genuine and proved after investigation. Cancellation charges shall be applied if necessary.

Refund of the cancelled order will be made within 5 to 7 working day to the online payment partner.

For cancellations please contact us via support@aanzoostore.co.mz

Products and Price

We make every effort to display as accurately as possible the colors, features, specifications, and details of the products available on the Site. However, we do not guarantee that the colors, features, specifications, and details of the products will be accurate, complete, reliable, current, or free of other errors, and your electronic display may not accurately reflect the actual colors and details of the products.

All products are subject to availability and we cannot guarantee that items will be in stock. We reserve the right to discontinue any products at any time for any reason. Prices for all products are subject to change without prior notice.