

SHIPPING & DELIVERY POLICY

The Africa Tea Company, Accra, Ghana

This policy applies to all orders placed through www.theafricateacompany.com. By placing an order, you agree to the terms set out below. We are committed to delivering your teas in excellent condition, promptly and transparently.

1. Delivery Coverage

The Africa Tea Company delivers within Ghana and internationally. International shipping is available to select destinations — delivery times and fees for international orders are calculated at checkout based on your location.

Domestic delivery is available to the following areas:

- Greater Accra Region (including Accra, Tema, Madina, East Legon, Kasoa)
- Ashanti Region (Kumasi and surrounding areas)
- Western Region (Takoradi and nearby towns)
- Central Region (Cape Coast and Elmina)
- Other regions across Ghana — subject to logistics availability

If you are unsure whether we deliver to your area, contact us at info@theafricateacompany.com or call +233 (0) 25 685 4460 before placing your order.

2. Delivery Timeframes

Estimated delivery times are calculated from the date your order is dispatched. Same-day delivery for Greater Accra applies to orders placed before 12:00 PM (GMT).

Zone	Delivery Time	Minimum Order
Greater Accra	Same day	None
Kumasi	2–3 business days	None
Takoradi	2–3 business days	None
Cape Coast	2–3 business days	None
Other Regions	3–5 business days	None
International	7–14 business days	None

Delivery fees are calculated at checkout based on your delivery address. The Africa Tea Company reserves the right to revise delivery fees with reasonable advance notice.

3. Order Processing

3.1 Processing Times

We process orders every day, including weekends. Orders placed before 12:00 PM (GMT) are typically dispatched the same day. Orders placed after 12:00 PM will be dispatched the following day.

3.2 Order Confirmation

You will receive an order confirmation via email or SMS once your order has been successfully placed. A separate dispatch notification will be sent when your order leaves our facility. If you have any questions about your order status, our team is happy to help.

3.3 Order Tracking

You can track the status of your order at any time by visiting:

www.theafricateacompany.com/account/orders

You will need to be logged into your account to access tracking information.

4. Delivery Conditions

4.1 Accurate Delivery Information

Customers are responsible for providing a complete and accurate delivery address at checkout, including a valid phone number for delivery coordination. The Africa Tea Company is not liable for failed or delayed deliveries resulting from incorrect, incomplete, or inaccessible address information.

If a delivery attempt fails due to an incorrect address provided by the customer, redelivery fees may apply.

4.2 Recipient Availability

Our delivery partners may contact you by phone prior to or upon arrival. Please ensure someone is available to receive the order at the specified address. If you are unable to receive your order at the time of delivery, contact us in advance to discuss alternative arrangements.

4.3 Delivery Delays

While we strive to meet all estimated delivery times, delays may occasionally occur due to:

- High order volumes during promotional periods
- Public holidays or unforeseen logistical disruptions
- Adverse weather conditions or road closures
- Circumstances beyond our reasonable control (force majeure)

In the event of a significant delay, we will notify you by email or phone and work with you to resolve the situation as quickly as possible.

5. Packaging

All products are packaged to preserve freshness and prevent contamination during transit. Teas are sealed in food-safe materials appropriate to the product format (loose teas, tins, or bagged blends).

Gift boxes are packaged with additional protective material.

If your packaging arrives visibly damaged or tampered with, photograph the package before opening it and contact us within 48 hours of delivery.

6. Returns, Replacements & Refunds

Due to the perishable and consumable nature of our products, we do not accept returns for change of mind. However, we will always make it right if your order arrives damaged, incorrect, or significantly delayed.

Issue	Resolution	Timeframe
Wrong item delivered	Replacement or full refund	Within 5 business days
Damaged in transit	Replacement or store credit	Within 5 business days
Significantly delayed	Replacement at no cost	After confirmed delay
Change of mind	No returns accepted	N/A — perishable goods

6.1 How to Report an Issue

To report a problem with your order, contact us within 48 hours of delivery via:

- Email: info@theafricanteacompany.com
- Phone: +233 (0) 25 685 4460
- Help Centre: www.theafricanteacompany.com/customer-service

Please include your order number, a description of the issue, and photographs where applicable. We will respond within 2 business days.

6.2 Refund Processing

Approved refunds are issued to the original payment method within 5 to 10 business days. For Mobile Money payments (MTN MoMo, Vodafone, Airtel-Tigo), refunds will be returned to the originating number. For card payments, processing times may vary by bank.

7. Tea Club Members

Members of The Africa Tea Company Tea Club are entitled to the following shipping benefits, in addition to standard membership perks:

- 5% discount applied to delivery fees on qualifying orders
- Priority processing for orders placed during high-volume periods
- Early access to new product launches, reducing wait times

Tea Club benefits apply automatically when you are logged into your registered member account at the time of ordering. To join the Tea Club, visit www.theafricateacompany.com/membership.

8. Retail Outlet Collection

If you prefer not to use delivery, selected products are available for purchase in person at our retail outlets across Ghana. To find a retail outlet near you, visit:

www.theafricateacompany.com/retail-outlets

In-store availability may differ from the online product range. Retail outlet purchases are governed by the outlet's own terms and are not covered by this online shipping policy.

9. Contact & Support

For all shipping and delivery enquiries, please reach us through the following channels:

Email	info@theafricateacompany.com
Phone	+233 (0) 25 685 4460
Help Centre	www.theafricateacompany.com/customer-service
Order Tracking	www.theafricateacompany.com/account/orders

10. Policy Updates

The Africa Tea Company reserves the right to update this Shipping & Delivery Policy at any time. Changes will be published on this page with an updated effective date. We encourage customers to review this policy periodically. Continued use of our website and services after changes are published constitutes acceptance of the revised policy.

Thank you for choosing The Africa Tea Company. *Rooted in Ghana. Crafted for wellness.*