



**BAFashion is Fast Becoming Africa's Biggest Fashion E-Commerce Brand With Over 100,000 products delivered 🚀**

We want you on this journey with us!

**Here's how you can help us serve you better:**

**1. Understand our process & limitations**

- Processing time: We deliver thousands of products every month. To keep prices affordable, we run lean operations. Average order processing time: 3 days.
- Quality control: Every product goes through strict checks to ensure what you see is what you get. (Please note: slight color or pattern variations may

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occur due to device screens and fabric availability)

- Product availability: At any time, over 100 orders are in processing. Sometimes, a product goes out of stock right after you place an order. In most cases, we restock within 24 hours. In rare cases, if restock isn't possible, we'll offer you an alternate color and confirm before proceeding.
- Logistics partners: For intercity and cross-border deliveries, we work with logistics companies of your choice. While we facilitate, we cannot be held responsible for their delays.
- Delays: If a product doesn't pass our strict QA tests, your order may be delayed up to 7 days or more. We never ship anything below standard.

## 2. You're always in control

- If you're not happy with the quality, we'll refund you.
- We'll never force a product on you. Don't like a variation? We'll take it back.
- We welcome your honest feedback—help us improve.

## 3. Refunds made easy



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- Refunds are processed within 3 - 7 days of receiving your return package. Unwanted items must be returned within 3 days of order delivery.
  - Logistics fees are non-refundable, except in rare cases of product mismatch.
  - If you request a refund without a clear reason outside of limitations covered in this document, a 15% processing fee applies.
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- Replacements due to sizing and other personal reasons attract a 10% processing fee.
  - We do not offer refunds for custom orders.
  - Otherwise, your money is always safe with us.

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 It's time for Africa to have its own fashion e-commerce giant.

 We're building it for you—and with you.

Join us. Shop with us. Grow with us.