

VAAKENYA FAQ

VAAKENYA

1. What is VAAKENYA?

VAAKENYA limited is a Kenyan-owned manufacturer and retailer brand that specializes in making unique leather footwear shoes for all feet shapes, sizes, climates, and environments and accessories that include bags, viondoo, jewellery, and belts. We have been in existence since 2017, designing and crafting footwear and accessories for the African market.

Our work has been highlighted and featured on various platforms as below:

PLATFORM	LINK	YEAR
Magazine	CEO BUSINESS AFRICAN	JULY 2022
Citizen TV	https://www.youtube.com/watch?v=GU3nETB_8_A&t=117s	2021
Kenya Association of Manufacturers (KAM)	https://www.youtube.com/watch?v=7qkAiTXKzqg&t=30s	2021
Mwanamke Bomba	https://www.youtube.com/watch?v=BhqzRs8ufdI&t=33s	2019
KBC TV	https://www.youtube.com/watch?v=lhqciGG2_bE&t=69s	2018
Ecommerce	https://vaakenya.com/	2017

2. Why VAAKENYA

VAA is a Swahili word meaning wear. We are a brand in Kenya made for Kenya. You do not want to miss being part of this brand that is revolutionizing the Kenyan market and owning unique products made from locally available materials.

In addition, we support the local economy by employing the local communities and offering asset-based loans to micro manufacturers and cottage industries while providing them with market access, which helps improve economic growth.

3. Where are you located?

Our offices and showroom are located in **Donholm Greenfield Shopping Center, 1st Floor.**

Here is a pin location <https://maps.app.goo.gl/3XnCcP7BCdNCrvuQ9>

From Nairobi town CBD, Board bus number **34B** from Accra Road and alight at Donholm Primary School, the road has a right turn ahead and, on your left, you will see Green Greenfield Shopping Centre and walk to 1st floor.

We have an eCommerce platform www.vaakenya.com where you can make your order at your convenience.

Kindly ensure you place your order before coming to pick to avoid disappointments or long queues.

4. What material are your products made from?

Our products are made from various durable materials and high-quality including leather, Ankara, rubber, velvet, jute, TPR, and EVA.

PRODUCT AVAILABILITY

1. How do I know if a product is available?

To know the availability of one or more items, please visit <https://vaakenya.com/categories> you can also add to your cart to purchase later.

2. Can I buy in bulk for resale?

Yes, we allow bulk orders, however, we require 10-30 days before dispatch depending on the quantity and delivery address.

3. Do you make custom design shoes?

Yes, we do customize all our products, make your design come into reality by reaching out to us through email at info@vaakenya.com or call us on +254739042644.

We require 5-7 days before dispatch on all custom-made orders.

For 3 orders and above and custom-made orders, we require a deposit of 50% before we start working on the order.

4. How do I know my shoe size?

Please share your feet measurement in centimetres and we will convert it to your shoe size.

BUYING PROCESS

1. How do I make an order?

- a) Please visit our website www.vaakenya.com and choose your preferred item
- b) Click on the **BUY NOW** option or **ADD TO CART** to proceed at your preferred time.
- c) Proceed to sign in to your account if you already have an account or sign up if it's your first time in 3 easy steps
- d) Fill in your delivery address
- e) Proceed to choose your delivery type
- f) Choose your payment option and confirm your order

2. How do I pay for my order?

We have various payment methods all made through our bank PAYBILL NUMBERS. **DO NOT SEND MONEY TO A PERSONAL NUMBER AT ALL.**

We also have the option of paying on delivery.

Below are our payment details:

- a) **EQUITY MPESA PAYBILL NUMBER - 247247, ACCOUNT NUMBER - 042644**
- b) **ABSA MPESA PAYBILL NUMBER – 303030, ACCOUNT NUMBER - 2046238047**
- c) **PESA LINK ACCOUNT NUMBER – 2046238047**

3. Can I get a discount?

Our prices are well thought out, fairly priced, and already discounted. We regularly run sales as well.

PAYMENT DETAILS

1. How do I make payment

- a) Please visit our website www.vaakenya.com and choose your preferred item
- b) Click on the **BUY NOW** option
- c) Click continue to shipping
- d) Proceed to sign in to your account if you already have an account or sign up if it's your first time in 3 easy steps
- e) Fill in your delivery address
- f) Proceed to choose your delivery type
- g) Choose your payment option and confirm your order

Kindly note that **WE STRICTLY DO NOT ACCEPT CASH PAYMENTS OR PAYMENT MADE TO A PERSONAL NUMBER**

DISPATCH AND DELIVERY

1. Do you do deliveries?

Yes, we do countrywide deliveries and free deliveries to Nairobi CBD.

We also do free deliveries across the country on selected items on our website www.vaakenya.com For deliveries outside Nairobi, we charge a small delivery fee depending on the location.

Visit our marketplace www.vaakenya.com to find out the items that qualify for free delivery.

2. What details do you need for shipping?

We kindly request you to provide us with accurate delivery address details. We require the below details from you.

- a) For individuals, we need the Full names, Town, House number, and nearest Landmark to your location
- b) For a company, we need the Name of the building, the Avenue or Street name, the Floor number, and Room number

3. When will I receive my order after payment?

We dispatch our deliveries daily at 3.00 p.m. If you are within Nairobi, you will receive your order the same day if you place it before noon and the following day if you are located outside Nairobi. We ship on all weekdays (Monday to Saturday), excluding public holidays.

4. Can I track my order?

Yes, you can check the progress of your order on our website <https://vaakenya.com/track-your-order> using the order number.

Alternatively, you can get in touch with our customer service team via phone or email.

Email address: info@vaakenya.com

Phone Number: **+254 739 042644**

5. Can I pick up my order

Yes, you can pick up your order at our offices in **Donholm Greenfield Shopping Centre, 1st floor.**

Here is a pin location <https://maps.app.goo.gl/3XnCcP7BCdNCrvuQ9>

From Nairobi CBD, Board bus number **34B** from Accra Road and alight at Donholm Primary School, the road has a right turn ahead and, on your left, you will see Green Greenfield Shopping Centre and walk to the 1st floor.

6. Will I be contacted before delivery?

Yes, we always share your parcel details and photo before dispatch.

7. How many days will I wait for my order if it is out of stock?

Customer satisfaction and transparency are our main values at VAAKENYA, If the product you are interested in is not in stock, we will communicate it and have it ready within 48-72 hours.

In case of any changes, we communicate to our clients and advise accordingly.

EXCHANGE / RETURN POLICY

1. Can I replace a shoe after receiving

Your satisfaction is our priority, yes you can request the replacement of a shoe within 7 days from the date of receipt of the same. The product for which the replacement is being requested must be unworn and undamaged. The product may be replaced with another of equal or greater amount. Please note that the value of the product does not include the shipping cost.

2. What if my shoe is damaged or defective?

We endeavour to deliver quality. In the unfortunate event of a damaged or defective shoe, please let us know through our contact address info@vaakenya.com or call us at +254739042644 within 7 days of receipt of your order and we will replace it.

3. Do you do refunds

Unfortunately, we do not do refunds because our orders are custom-made. However, in case you are not satisfied with your order, we can arrange it within 90 days.

MY RECOMMENDATIONS

1. The postal address option when filling the delivery address isn't necessary
2. Have a link on the website for the items on offer that have free shipping countrywide (*or it's the flash sale?*)
3. Do you have a bank payment or transfer option?
4. Your website is not accessible on iPhones and MacBook

SHOE SIZE GUIDE **this is the information to feed in the feet measure page**

WOMEN FOOTWEAR

EUR	35	36	37	38	39	40	41
US	5	6	6½	7½	8½	9	9½
UK	2½	3½	4	5	6	6½	7
CM	22.8	23½	23.8	24½	25.1	25.4	25.7
INCH	9	9¼	9¾	9⅝	9⅞	10	10⅛

MEN FOOTWEAR

EUR	39	40	41	42	43	44	45	46
US	7	7½	8	8½	9	10½	11½	12
UK	6½	7	7½	8	8½	10	11	11½
CM	25.1	25.4	25.7	26	26.7	27.3	27.9	28.6
INCH	9¾	10	10⅛	10¼	10½	10¾	11	11¼

KIDS FOOTWEAR

EUR	19	20	21	22	23	24	25	26	27	28
US	4	5	5½	6½	7	8	9	9½	10½	11
UK	3	4	4½	5½	6	7	8	8½	9½	10
CM	11.4	12.1	12.7	13.3	14	14.6	15.6	15.9	16.8	17.1
INCH	4½	4¾	5	5¼	5½	5¾	6⅛	6¼	6⅝	6¾

EUR	29	30	31	32	33	34	35	36	37	38
------------	----	----	----	----	----	----	----	----	----	----

US	11½	12½	13½	1	2	3	3½	4½	5½	6½
UK	10½	11½	12½	13	1	2	2½	3½	4½	5½
CM	17.8	18.4	19.4	19.7	20.6	21.6	21.9	22.9	23.5	24.4
INCH	7	7¼	7⅝	7¾	8⅛	8½	8⅝	9	9¼	9⅝