



## **FAQs**

### **1. How do I pre-order the Samsung galaxy s7 or s7 edge?**

Simply visit [www.safaricom.co.ke/s7](http://www.safaricom.co.ke/s7) and you can pay via the preferred options provided.

### **2. HOW DO I REGISTER TO BUY ITEMS ON THE SAFARICOM ONLINE SHOP?**

Visit the Safaricom Online Shop via the URL [www.safaricom.co.ke/e-shop](http://www.safaricom.co.ke/e-shop)

### **3. WHICH PERIOD IS THE PRE-ORDER VALID?**

The pre-order is valid from 4<sup>th</sup> to 17<sup>th</sup> March 2016 only and any orders not received within this period do not qualify.

### **4. CAN I PAY A DEPOSIT AND STILL QUALIFY?**

No, you are required to complete your device payments upfront during the pre-order period. Any payments that are not complete will be reversed and/or the pre-order offer reversed.

### **5. HOW DO I RECEIVE MY MERCHANDISE ONCE PAYMENT HAS BEEN CONFIRMED?**

Once the stocks are available, you will be notified by Safaricom on the collection details. You will need to present your identification documents as per the information you had provided while applying for the pre-order.

### **6. WHAT IF I WANT TO SEND THE ITEMS TO A DIFFERENT PERSON OR WOULD LIKE THE ITEMS TO BE DELIVERED TO A THIRD PARTY?**

As you enter the customer details, enter the person who is to receive the items on delivery. Ensure that you have put the 3<sup>rd</sup> party's ID details, and that the 3<sup>rd</sup> party carries their ID to the collection point, or provide their ID to our courier service team if courier delivery

### **7. WHAT HAPPENS IF THERE'S A SYSTEM DELAY AND NO SMS IS RECEIVED OR I HAVEN'T BEEN CONTACTED?**

Safaricom will make every effort to ensure you are contacted if you submit an order, and if this happens, you can enquire via social media or our contact support.

### **8. CAN ONE CANCEL A SAFARICOM ONLINE SHOP PURCHASE THAT HAS NOT BEEN PAID FOR?**

For a purchase that has not been paid for, the order will auto-cancel. For an order that has already been paid for, and you want to cancel, contact Safaricom to assist with cancellation of the order



**9. HOW LONG DOES IT TAKE TO PROCESS THE PAYMENT?**

The payments are real time if cash and M-PESA. If other modes of payment are used, it will take verification of the payment with the provider for confirmation of payment first then you will be contacted.

**10. WHAT HAPPENS IF I PAY THE WRONG AMOUNT E.G. OVER PAYMENT ONLINE?**

The money will remain in your account, or Safaricom will advise on how to make a refund on an overpayment upon request, or add funds to purchase a different device. For any funds that remain on the Selfcare account, the same can be viewed under 'My Account' once logged into Selfcare.

**11. HOW DO I KNOW WHAT OTHER PRODUCTS ARE AVAILABLE ON THE SAFARICOM ONLINE SHOP?**

By using the search button available once on the Safaricom Online Shop home page, you can search for an item of your choice

**12. HOW DO I PAY FOR THE ITEMS USING M-PESA ON THE ONLINE SHOP?**

You will be prompted by SMS upon completing the Selfcare journey as below;

1. On the M-PESA menu go to "Lipa Na M-PESA" and Select Pay Bill
2. Enter the business number (200205)
3. Enter account number as provided in the payment details including the hyphens separating numbers in the account number provided
4. Enter the amount you want to pay (up to a maximum of KES.70,000)
5. Enter your M-PESA PIN
6. Confirm that all details are ok and press OK
7. You will receive a confirmation message from M-PESA immediately

**13. If I choose other payment options how do I get the merchandise?**

You will be contacted via the contact details you have provided for shop payments

**14. Can I test the Samsung galaxy S7 and the VR gear before purchase?**

Simply visit the shops which have the experiential set up as per details on the Safaricom website