

FAQ AND OTHER QUESTIONS

What are the shipping times for our services?

We take 1-2 days to process your request and then after agreement on a consensus of the work to be done we define together in accordance with the agreement of both parties the method and terms of delivery.

Do you ship all over the world?

Yes, absolutely. We deliver worldwide by internet ticket.

Where do we ship your finished product from?

Our offices are located in Douala, Cameroon.

How to find out about the progress of your order (product)?

Contact us from our website or at infos@kengsdesign.com , with the subject Track the progress of my request (product) and we will get back to you within 3 to 24 working hours.

I received my product but details were missing. What can I do?

We are sorry to hear that. Simply send us a complaints request to the email address: infos@kengsdesign.com and we will send your corrected replacement product to you as soon as possible.

I still have not received my order. What is taking so long?

We apologize for the delay. Sometimes we need to do payment verifications before we ship the completed renderings to the appropriate client and given the high request rate it can take a little while. If you would like to inquire about the latter, please contact us by email at the following address: infos@kengsdesign.com .

Do you have a refund policy?

We do our best to resolve any issues that our customers may have with their products obtained and transmitted online. If you still wish to receive a refund on your order, we can of course complete the payment, if and only if the product has not yet been delivered to you otherwise, we will not refund you since the product is delivered according to your convenience and having undergone any desired modifications or adjustments. Contact us for more information on this subject.