

# **Online Shopping at [www.fsinitiative.org.uk](http://www.fsinitiative.org.uk) – Your reliable Agro-allied On-line Mall**

[www.fsinitiative.org.uk](http://www.fsinitiative.org.uk) is a reliable Agriculture based online Shopping destination. Everything you want is just a few clicks away. Thanks to FS Initiative, you can now buy any Agriculture based products and services you need at best prices. The actual contract for sale is directly between the buyer and FS Initiative on-line charity shop. FS Initiative online charity shop to an extent has control over certain products listed on our shops and our **quality control** unit also to an extent guarantees the existence, quality and safety of items listed.

Through our platform you can have access to: Improved seeds, fertilizers, fumigants, Farm lands, Agriculture-machines, Agriculture-products, wild animals and Agric-books. We also render Agriculture-based services and a whole lot more. With bulk purchase option, you can enjoy low shipping rates, discounted prices and flexible payment. When you shop on our platform, you can pay with your debit card or transfer or bank deposit. It is a convenient and secured payment solution. During the farming season or as the next farming season is fast approaching, there's no better time to shop for Agriculture products and services than now! We sell everything you could possibly need for each farming season, all are of highest quality at affordable prices.

## **USING FS INITIATIVE ON-LINE CHARITY SHOP**

### **To use/access our services;**

- you will not breach laws/policies of FS Initiative
- you will be certified by FS Initiative to advertise your products.
- you will not fail to pay for items purchased by you after order unless for a valid reason as set out in FS Initiative online charity shop policy.
- you will go through the product/service description before payment.
- you will not take any action that may undermine the feedback/rating system

- you will not use any robot, spider, scraper or any other automated means to access our services for any purpose.

- you will not reproduce, perform, display, distribute, reverse engineer or prepare derivative works from content that belongs to FS Initiative online charity shop including works covered by any copyright, trademark, patent or other property right except with prior permission of FS Initiative online charity shop.

## **FS INITIATIVE ONLINE CHARITY SHOP POLICY ENFORCEMENT**

We may consider both parties' track records and specific circumstances in applying our policies when a buyer-seller issue arises. We may choose to be more lenient with policy enforcement in an effort to achieve a win-win situation.

## **FEES**

The fees we charge for using our services are included on our selling fee which may change from time to time every two months. No advance notice required for temporary promotions or any changes that results in reduction of fees.

## **LISTING CONDITIONS**

When listing an item, you agree to comply with FS Initiative rules for listing and selling practice policy and that;

- you are responsible for the accuracy and content of the listing and items offered.

- your listing may not be immediately searchable by keyword/category for several hours (up to 24 hours in some cases)

- we strive to create a market place where buyers find what they are looking for (Agriculture products/services only). The appearance/placement of listings in search and browse results will depend on a variety of factors including but not limited to:

\* buyer's location, search query and history

\* item's location, listing format, price and relevance to the user query.

\* seller's history, listing practice, detailed seller ratings, FS Initiative policy compliance, feedback and defect rate.

We may provide you with optional recommendations to consider when creating your listings. Such recommendations may be based on the aggregated sales and performance history of similar sold and current listings. This varies for individual listings.

## **PURCHASE CONDITIONS**

When buying an item, you agree to the rules for buyers and that:

- You are responsible for reading the full product/service description before making a bid or commitment to buy.
- You enter into a legally binding contract to purchase an item when you commit to buy the product/service

## **INTERNATIONAL BUYING AND SELLING TRANSACTIONS**

Many of our services are accessible to international sellers and buyers. We may offer site experience of particular interest to international sellers and buyers. Such as estimated local currency conversion and international shipping calculation tools. Seller/buyers are responsible for complying with all laws and regulations applicable to the international sales, purchase and shipment.

Contracts for the sale and purchase of goods and services are between the seller and the buyer. In cases of dispute the laws of the countries of the seller and buyer shall apply

# Contact us



ARE YOU A SELLER?

Expand your [MARKET](#) and boost your sales in short time, contact us at: [service@FSinitiative.org.uk](mailto:service@FSinitiative.org.uk)



## WELCOME TO OUR PLATFORM

Welcome to our platform, promote our products and get a commission on every order.

## ANY QUESTIONS?

The answer to your question could be right at your fingertips. Check our Frequently Asked Questions below.

Our customer service stays at your disposal to help you with your questions and orders. For assistance in this direction, E-mail: [service@fsinitiative.org.uk](mailto:service@fsinitiative.org.uk),

# FAQ

- [How do I return an item?](#)

To return an item, contact our customer support channel on email:[help@FSinitiative.org.uk](mailto:help@FSinitiative.org.uk) You will be taken through the return procedure stated above and guided on where to return (if a return is still necessary).

- [How long does resolution take after I have returned the item\(s\)?](#)

Resolution after you have returned may take between 10 – 14 business days. This is because the item must be examined to determine the defect and confirm if suitable for a repair, replacement, exchange or refund.

- Can I return an Item for an exchange or replacement?

Yes you may. The item has to be returned within the return policy window and in the same condition as delivered. Note that you may prefer to visit our accredited center close to you for a much quicker resolution.

- How long do I have to return an item after I have received the return advice?

Two days. This aimed at ensuring a quicker resolution of your request and to avoid holding the seller's funds unduly.

- Who bears the cost of return?

At the moment, you will not be charged for returns, however, if resolution ends in a refund, the initial shipping fee will not be refunded.

- Who bears the cost of replacement or re-shipment?

This can be agreed between you and our customer support unit.

- Can I ask FS Initiative accredited center to return an item on my behalf?

All return requests should go through the customer support team to ensure that you receive resolution promptly. Without a return authorization, the accredited center will be unable to receive the item from you.

- I returned an item to one of your centers and I have not received my refund.

All return requests should go through the customer support team to ensure that you receive resolution promptly.

- Your drop off Center rejected my return. Why?

Our partners are under strict directives to only receive items that have been authorized. Other reasons why your return may be rejected include;

- ▶ Item is not in its original packaging
- ▶ Item was damaged due to misuse
- ▶ Item is being returned after 48 hours from the receipt of the Return Advice
- ▶ Item is outside the return policy
- ▶ No Return Advice

- I no longer have the carton/package of the item. How can I return?

The item is no longer valid for return. We advise that you keep packages intact to be able to take advantage of return policy windows.

- Can FS Initiative ship the same item I returned back to me?

Yes, if your claim is invalid, or item does not fit the return criteria. In other scenarios, the item may have been repaired and will be processed for return back to you.

- What is the criteria for returning?

The item is returned in its original packaging with all accessories intact and the item is in the same condition it was in when delivered. The invoice is included with the reason for return written on it.

- I have changed my mind about returning. What do I do?

Simply contact our customer support channel on email [help@FSInitiative.org.uk](mailto:help@FSInitiative.org.uk) You may also reply the email sent to you by our Dispute Resolution Team.

- I want to return an item with warranty for a replacement.

For items with warranty, you will be required to visit the service center for assistance. This usually has a much quicker resolution.

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## General Policy

### Products sold by FS Initiative

Drawing from the experience of even some of the most successfully pioneer on-line shops worldwide, we know not every order goes perfectly every time, but if things don't go as planned FS Initiative is here to help.

This page describes key return-related information and outlines general return policies and processes.

FS Initiative offers a 7 day return policy for products we sell directly. If something goes wrong with an eligible product and you notify us within 7 days of receiving the item, we will help you to reach a satisfactory resolution such as a return for replacement, exchange, or refund.

After 7 days, our return policy expires and refunds/returns/exchanges are no longer covered. However, if you are dissatisfied with an item for any reason and the return policy has expired, you can still contact us at [service@fsinitiative.org.uk](mailto:service@fsinitiative.org.uk) and we will try to help if we can.

If the product has a manufacturer's warranty that is still active after the return time frame has elapsed, the buyer should contact the manufacturer directly.

## General Return Policy Eligibility & Warranty Exception

Most items sold on FS Initiative online charity shop follow general return policies set by us, but some products have different policies or requirements associated with them. Products in the categories below are not eligible for return:

- Products that have been installed, used, or altered from their original condition (for machines)
- Products with tampered or missing serial / UPC numbers
- Products damaged due to misuse and manhandling/animals death due to negligence.
- Products in the Agriculture-Books category
- Products with broken package seals
- Items with NO returns policy

Defective products with manufacturer's warranties have different policies: If a product is covered under a manufacturer's warranty, the product's manufacturer has authorized third-party repair service providers to repair their products. For these products, you may be directed to contact the manufacturer or service center to handle issues covered under the warranty and receive your repair or replacement free of charge.

FS Initiative online Charity shop makes it easy for you to make an informed buying choice. To inspect an item's warranty information, simply look in the 'Product Specification' section of the product detail/description page.

# General Return Process

## 1. Registration of Complaint:

Register your complaint before the return policy expires

## 2. Complaint Review:

Within 48 hours, your request will be reviewed by us (and the seller, if applicable).

## 3. Complaint Feedback:

After your complaint is reviewed, your item may or may not be authorized for return by FS Initiative or a seller, as appropriate depending on the 'General Return Policy Eligibility' factors described above.

If return is not authorized, this will be communicated along with the relevant reasons. If return is authorized, you will be sent an authorization along with appropriate information on where to drop off the item.

## 4. Return of Item:

If return is authorized, you will be asked to return the item within the timeframe communicated while ensuring that:

- The item is returned in its original packaging with all accessories intact
- The item is in the same condition it was in when delivered
- The invoice is included with the reason for return written on it

## 5. Return Confirmation:

Once your return is received you will receive a confirmation, however if the item does not meet the criteria required for #4 – (Return of Item), your return may be declined. Please note that this confirmation is simply a confirmation of the return and not of any defect, etc. as the item has not been inspected thoroughly.

## 6. Resolution Processing:

Depending on the exact issue, final resolution after return confirmation may happen very quickly or may take longer. Scenarios involving relatively detailed inspections or examinations may take longer.

## 7. Final Resolution:

Your repair, replacement, FS Initiative refund or exchange will be on its way to you.





## INTERNATIONAL PRODUCT POLICY - FREQUENTLY ASKED QUESTIONS

### OVERSEAS PRODUCTS/SERVICES

What are products shipped from overseas and how do I identify them on the website?

- Overseas products are products sold outside the desired country of delivery or services required outside the service provider's country. The delivery time is usually between 6 to 15 business days.
- We do not accept returns for international products for customer change of mind and sizing issues.
- Manufacturer warranty may not be valid on overseas products. We strongly recommend you to find out more about the claim process with the manufacturer/service center before making the purchase.
- In case of live animals importation, the buyer contacts necessary bodies in his/her home country for animal importation licensing.
- You can identify an Overseas product:
- In case of any doubt, feel free to reach out to our Customer Service at [service@FSinitiative.org.uk](mailto:service@FSinitiative.org.uk)

What payment method can I use to buy products shipped from overseas?

At the moment, you can pay your "Shipped from overseas" items with your Verve/ Mastercard/Visa Card, bank deposit/transfer and credit card. We do not accept Cash on Delivery for overseas items.

What if I want to cancel my Overseas Product?

Orders cannot be cancelled once payment is confirmed.

# SHIPPING AND CUSTOMS

## When will I receive my item exactly?

The delivery time is usually between 6 to 15 business days. However, once your order is dispatched, you will receive an email to confirm that your package is on its way. On “My orders” page you can access your order status and tracking number.

## What happen if I did not receive my product within the estimated delivery time?

In case your item has not yet reached you within the estimated delivery time displayed on the product page, please contact our Customer Service at [service@FSinitiative.org.uk](mailto:service@FSinitiative.org.uk) for clarification.

## Do I have to pay extra duties or taxes for Overseas Product?

No, all “Shipped from overseas” products from FS Initiative are delivered at no additional cost to you, since the stated price includes customs fees and import duties. You are not expected to pay any additional duties or taxes. If you are asked by Customs or our logistic partner to pay duties, or requested to present a personal ID, please contact our Customer Service at [service@FSinitiative.org.uk](mailto:service@FSinitiative.org.uk) for clarification.

# RETURNS

## Reasons for returns

When selecting the reason for return of products shipped from overseas on the Return form, please be guided by the following table:

Reason	Description
Defective Item	Item is damaged upon delivery or not according to manufacturer’s specification
Wrong Item	If you received an item different from what you ordered.

Please Note: For products shipped from overseas, no returns will be accepted for reasons other than listed above, for example we do not accept returns if sizes does not fit, customers change their mind or dislike the product (color, material, style). We encourage you to carefully check full description of the items and confirm it will meet all your expectations before placing your order.

## **OTHERS**

What should I be aware of when buying International shipped items?

For “Shipped from overseas” items, kindly note the following:

- Orders cannot be cancelled after payment has been confirmed
- FS Initiative will take care of any returns due to malfunctioning products that happen within 7 days of item delivery.
- Warranty may not be valid; manufacturer service options may not be available and FS Initiative will not take care of any return after 7 days.
- Product manuals, instructions and safety warnings may not be in destination country languages.
- The products and accompanying materials may not be designed in accordance with destination country standards, specifications, and labeling requirements.
- The products may not conform to destination country voltage and other electrical standards requiring use of an adapter or converter if appropriate.
- Suppliers are not responsible for delays caused by the customs department in your country.



## **FREQUENTLY ASKED QUESTIONS**

### **General**

#### **How do I search for products?**

Click on the category name on the left of the homepage to view the products we have within those categories. You can also use the search bar located at the top

of our homepage to find your preferred products.  
[Click here for more information about how to find a product](#)

## How do I place an order on your website?

Once you have found your preferred product, just follow the steps below:

- Select a preferred colour/size and then click on 'buy this now', to add this product into your cart.
- Click on the 'proceed to checkout' tab to complete your order process
- At checkout, you will need to fill in your personal details and shipping address if you are a new customer.
- Click on your preferred payment option before clicking the 'Place order' button

If you encounter any problems while placing your order, do not hesitate to contact us at [service@FSinitiative.org.uk](mailto:service@FSinitiative.org.uk)

## How do I register?

Kindly click on the account tab located at the top right end of our homepage. A pop-up screen provides you with the option to, login if you are an existing customer or register as a new customer either by filling the form with some personal information or using your FaceBook account. After updating the required fields, click on the submit tab to create your account.

All the products on our website are brand new. We assure you authenticity and originality.

## How can I sell my products on your website?

**[www.fsinitiative.org.uk](http://www.fsinitiative.org.uk) is a reliable Agriculture-based e-commerce retail platform covering Africa and Asia enabling businesses to sell directly to millions of consumers throughout the world.**

There are two ways to join FS Initiative platform:

Companies within Africa and Asia should get their Agriculture based products and/or services listed on FS Initiative online Charity shop either directly to: [admin@fsinitiative.org.uk](mailto:admin@fsinitiative.org.uk) or through FS Initiative accredited centres

for more information, contact any FS Initiative accredited centre nearest to you or write us at [service@FSinitiative.org.uk](mailto:service@FSinitiative.org.uk)

## **What if I cannot find my particular Agriculture product/ Agriculture service on FS Initiative platform?**

If we do not currently have your particular product/service, please contact us at [service@FSinitiative .org.uk](mailto:service@FSinitiative.org.uk) as we are always looking to broaden our products/services selection and keep our customers satisfied. However, we have a variety of other products that are similar to what you want.

## **Shipping & Delivery**

Currently, FS Initiative does not deliver outside our accredited countries. Accredited countries are those countries that harbor our accredited centers; [Nepal, Ghana, Uganda, Tanzania, Nigeria, Kenya and Zambia](#).

## **When will I get my product after I place an order (delivery period)?**

3-15 days from the day of order. As soon as your order is dispatched from our warehouse, you will receive an email to confirm that your package is on its way. You will also be contacted by our dispatch personnel on the day of delivery.

## **Do you have an office address?**

Yes we do. Our registered office is: 94 Yarm Lane, Stockton, TS18 1LA, England, UK. However, since we are an online store, we do not have physical showrooms. Once we receive your order, we will deliver it to your doorstep or any of our accredited centre closest to you.

## **What if I am not home at the time of delivery?**

Our dispatch personnel would call you before making the delivery. If you are unavailable to receive your item, a re-delivery will be scheduled within 3 days. Please note that your order will be cancelled after 2 re-delivery attempts.

## **Can my parcel be delivered to an office address?**

Yes. Your parcel can be delivered to any address convenient for you. To make this possible, you must enter your preferred address as your 'shipping address' before you checkout.

## **How do I track my order?**

We will send you an email when your order is shipped. You can also send an email to [service@FSinitiative.org.uk](mailto:service@FSinitiative.org.uk) to enable us provide you with adequate updates on the status of your order.

## **Will I receive all my orders in a single package?**

We endeavour send out products readily available as most customers appreciate prompt deliveries. If your orders do not come in a single package, be rest assured that the remaining item(s) will also be delivered to you within the delivery timeline

# Payment

## **How do I make payment?**

FS Initiative approved payment method is prepay via local and international Mastercard, VISA and Interswitch Verve cards. When you place your order on our website, these options are displayed and you can choose an option that is suitable for you.

## **Are your prices negotiable?**

Our prices have already been discounted to make them as competitive as possible. The prices are not negotiable.

## **Will my card details be safe?**

Yes, we use 'Secure Socket Layer' (SSL) technology to encrypt your payment card to ensure your details are safe.

## **Why has my card been declined?**

There can be several reasons why your card has been refused such as the use of a wrong PIN. For further details, please contact your card issuer.

# Technical

## **I am having trouble placing items in the cart. Why is this?**

In order to put items in the basket, you should adjust the security settings of your browser. Please follow the steps below:

### **For Internet Explorer 6 or 7:**

1. Click Tools.
2. In the drop down selection menu, select Internet Options.
3. Click the Security tab.
4. Click the "Security level for this zone" and adjust it to custom level.
5. Scroll down the settings to the scripting box.
6. Select "Enable" in the Active Scripting and Scripting of Java Applets box
7. Click OK.
8. Click Internet Options and then OK again to accept the settings.

### **Mozilla Firefox:**

1. Click Tools.
2. In the drop down selection menu, select Settings.
3. Click the Content tab.
4. Check Enable JavaScript and enable Java.
5. Click OK.

### **Google Chrome:**

1. On the web browser menu click on the "Customize and control Google Chrome" and select "Settings".
2. In the "Settings" section click on the "Show advanced settings..."
3. Under the the "Privacy" click on the "Content settings..."
4. When the dialog window opens, look for the "JavaScript" section and select "Allow all sites to run JavaScript (recommended)".
5. Click on the "OK" button to close it.
6. Close the "Settings" tab.
7. Click on the "Reload this page" button of the web browser to refresh the page and continue shopping.