



WILCOF

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Payment Process

At Wilver City Coffee, we strive to make the payment process as convenient and secure as possible for our customers. We offer multiple payment options to accommodate different preferences. Here's how our payment process works:

1. Payment Options

Customers can choose from the following payment methods when placing their orders:

Bank Deposit:

Customers can make a payment via bank deposit to our bank account below.

[\(Contact us for Bank Details\)](#) including the account name, number, and bank branch.

Once the deposit is made, customers should send a copy of the deposit slip or a screenshot of the transaction to our customer service team for confirmation ([+256 708889376](tel:+256708889376)).

Mobile Money & Airtel Money Pay

For added convenience, customers can pay using mobile money services such as Airtel & Mobile Money.

Upon placing an order, Customers can send the payment directly from their mobile wallets to any of these numbers below.

+256 708889376

Busulwa Fred

After completing the transaction, we request that customers send a confirmation message or screenshot to verify the payment.

Cash at Office:

Customers who prefer to pay in person can visit our office to make a cash payment.

Our staff will assist with the order processing and provide a receipt upon payment.

This option is ideal for customers who wish to inspect the seedlings before finalizing their purchase.

2. Order Confirmation

Once payment is received and verified through any of the above methods, we confirm the order and begin preparing the seedlings for delivery.

Customers will receive an order confirmation via email or WhatsApp, detailing their order and expected delivery timeline.

3. Receipt and Record Keeping

For all payment methods, customers will receive a receipt or confirmation of their transaction.

We encourage customers to keep this receipt for their records and as proof of purchase.

4. Customer Support

If customers encounter any issues during the payment process or have questions regarding their orders, our customer support team is available to assist (+256 708889376).

We aim to ensure that all transactions are smooth and satisfactory

Delivery Process of Our Seedlings Across Uganda

At Wilver City Coffee, we prioritize efficient and reliable delivery of our high-quality coffee seedlings to farmers and partners throughout Uganda. Our delivery process is designed to ensure that seedlings arrive in optimal condition, ready for planting.

Client will incur all the costs of delivery of his/her seedlings unless there was a prior agreement either verbal or written, in that case the manager must approve before seedlings leave the nursery.

Below is a step-by-step outline of our delivery process:

1. Preparation of Seedlings

Once an order is received, our team carefully prepares the seedlings for delivery. This involves selecting healthy, disease-free plants that meet our quality standards.

Seedlings are packaged in breathable materials to protect them during transit while allowing for air circulation.

3. Scheduling Delivery

After preparing the seedlings, we coordinate delivery schedules based on the customer's location and preferred delivery time.

We utilize a network of reliable transportation partners to ensure timely delivery across various regions of Uganda.

4. Transportation

Our seedlings are transported in climate-controlled vehicles to maintain optimal conditions during transit.

We monitor the transportation process closely to ensure that seedlings are handled with care and arrive without damage.

5. Delivery to Customers

Upon arrival at the designated location, our delivery team carefully unloads the seedlings and ensures they are in good condition.

We provide customers with guidance on how to properly plant and care for their new seedlings to maximize growth and yield.

6. Post-Delivery Support

After the delivery, our commitment to customer satisfaction continues. We offer follow-up support to help farmers with any questions or concerns about their seedlings.

Customers can reach out to our team for advice on planting techniques, pest management, and sustainable farming practices.

7. Feedback and Improvement

We value feedback from our customers regarding the delivery process and the quality of our seedlings. This helps us continually improve our services and ensure customer satisfaction.