



### **KOKO SERVICE - Terms & Conditions**

These Terms & Conditions shall apply to the KOKO Service and by participating, you will be deemed to have read, understood, and accepted the same as set out herein:

#### **Eligibility**

The KOKO Service is only available to KOKO Customers in Nairobi and its environs, KOKO will replace the Customer's KOKO Cooker and Canister in their current condition, subject to a Service Fee determined by KOKO at its absolute discretion.

The KOKO Service is available only at select KOKO Agent Shops located in Nairobi and its environs as communicated by KOKO.

KOKO Customers whose KOKO Cooker and Canister are still within the warranty period are eligible to participate in the KOKO Service without paying the Service Fee.

#### **Duration**

The KOKO Service shall continue for such duration as may be communicated by KOKO in its absolute discretion.

#### **To Participate**

- The KOKO Customer shall, upon receiving communication from KOKO relating to their participation in the KOKO Service, surrender their KOKO Cooker and KOKO Canister for a replacement upon payment of a Service Fee determined by KOKO at its absolute discretion. The Service Fee shall be paid to KOKO's registered M-PESA till number 556688.
- By paying the Service Fee and surrendering the KOKO Cooker and Canister at a designated KOKO Agent location as communicated by KOKO, the Customer voluntarily waives any ownership rights to the surrendered KOKO Cooker and Canister. Legal ownership of the surrendered Cooker and Canister shall revert to KOKO.
- KOKO shall replace the Customer's surrendered KOKO Cooker and KOKO Canister with a refurbished KOKO Cooker and KOKO Canister, pre-filled with 2.3 litres of KOKO Fuel.

#### **General Terms and Conditions**

- You shall be contacted via SMS or phone call by KOKO on its official company line 0800 720716. Only KOKO Customers in Nairobi and its environs as communicated by KOKO may participate in the KOKO Service.
- You can only replace your KOKO Cooker and Canister at select Agent Shops located in Nairobi and its environs. Visit <https://kokofuel.com/> or contact KOKO Customer care at 0800 720716 for the most up-to-date information regarding the KOKO Service.



- KOKO reserves the right to cancel or modify the KOKO Service at any time without prior notice.
- Any fraudulent or deceptive activity relating to your participation in the KOKO Service may result in legal action.
- By participating in the KOKO Service, you agree to KOKO's Terms & Conditions and Privacy Policy.
- For any queries or assistance regarding the KOKO Service, you can contact KOKO's Customer Care at 0800 720716.
- Please note that these Terms and Conditions are subject to change. It is recommended to refer to <https://kokofuel.com/> or contact KOKO Customer care at 0800 720716 for the most up-to-date information regarding this Initiative.