Delivery, Returns & Refunds Policy

Jana's Luxuries Enterprise · Last updated October 2026

PAYMENT

All orders are paid for before delivery. Pay securely online with Mobile Money or card through Paystack at checkout. We do not offer pay on delivery.

DELIVERY

We deliver nationwide, to every region of Ghana. A delivery fee applies, and the fee depends on your location. Enter your full delivery address at checkout, and we will contact you on the phone number you provide to confirm your order.

DELIVERY DAYS & TIMING

We deliver on Tuesdays and Fridays. Orders are delivered on the next Tuesday or Friday after your order, usually within 1 to 4 days, depending on when you place your order.

RETURNS

If something is not right, let us know within 24 hours of receiving your order. Returns requested after 24 hours cannot be accepted, so please check your items as soon as they arrive.

REFUNDS & EXCHANGES

If we accept your return, we will agree a refund or an exchange with you directly. Message us on WhatsApp within 24 hours of receiving your order to start a return. If an item you ordered turns out to be unavailable, we will tell you and refund what you paid for it.

CANCELLATIONS

To cancel an order, message us on WhatsApp as soon as you can. Whether we can cancel depends on whether your order has already been sent out.

ABOUT THE BUSINESS

Jana's Luxuries Enterprise, trading as Jana's Luxuries
Registered business name in Ghana, Reg. No. BN553521225
UNN. House, close to Assakae Christian Faith, Assakae, Takoradi, Western Region, Ghana (GhanaPostGPS WS-634-1036)
Phone or WhatsApp: 050 696 5045 Email: janabossman789@gmail.com
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