



Shipping Policy

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General Note

Pulsar.co.ke, print.ke, unforgettable.ke, studio.ke are owned by **Pulsar Limited**. Thus, all relevant documentation and binding agreements will be under Pulsar Limited (the Print Service Provider or the Printer or the Company).

Delivery Policy

At Unforgettable.ke we deliver our curated gifts in across Kenya. This delivery policy (shipping policy) spells out details of cost, our promise, and what happens if something goes wrong. Unless indicated otherwise on our product pages, this delivery policy applies.

Our Delivery Coverage

Our local shipping delivers to all major cities and towns within Kenya. Our default go-to is available courier services (Wells Fargo) and bus services. Where you have a preferred method, let us know on order.

Our international shipping is available worldwide through a quotation. Please contact our support team for more information and to verify if we ship to your country. Where applicable you can let us know how we can work with each other to deliver to your country.

Delivery Rates

Appropriate rates for local delivery are calculated at checkout and displayed before payment. For zones in Nairobi, kindly select the appropriate zone for the correct charge. Areas not correctly identified at checkout will be corrected and you will be notified. For some products, we have same day delivery option which is surcharged over and above normal delivery rates (relevant cut-off times are indicated on each product).

Local orders above KES 20,000 qualify for free delivery. In-store pick up is also free, but within the stipulated delivery time for each product. This is also subject to our working hours indicated on the footer of this page. We share proofs for approval electronically and as per our printing policy, this should be approved beforehand (check names, dates and spelling carefully as these are the customer's responsibility). Any delays in approvals pushes the delivery by the same amount of time.

For international delivery, reach out to our support team for more information.

For an updated rate list refer to our respective pages and/or products.

Deliveries Outside Nairobi

By default, we use Wells Fargo to deliver to other regions of the country. From time of dispatch, delivery typically takes place the next day. Once dispatched, we share with you a tracking number so you can follow up with Fargo directly.

Typically, Wells Fargo deliver up to a range of around 10KM of a town centre. Other than that, you'll need to collect it from their office in the particular town.

Your Delivery Address

The best way to ensure delivery is giving us a clear and full address. Your mobile phone number is equally important as the delivery service will typically call you. Our checkout process guides you as to the details we require including the road, building/estate and house or apartment number.

We call in advance to let you know the package is on the way and on arrival we allow only up to up to 10 minutes waiting time. In case delivery fails, we have the following options:

- ▷ Let us know who can receive on your behalf, preferably named e.g. security, reception etc. Once handed over, you'll be alerted to confirm the same and responsibility for the delivered items passes to them.
- ▷ Choose an alternative date for redelivery which will be surcharged.

NB. Sometimes the person you are gifting may refuse to receive the items. In this case we will contact you to let us know what to do. Kindly note items already processed in any way cannot be refunded.

Delivery Notes

We issue softcopy invoices and receipts to you, the buyer, directly via email or WhatsApp. Items sent directly to you or your recipient contain no pricing information.

Unforeseen Circumstances

We are not liable for delays or failed deliveries caused by events outside our reasonable control, including severe weather, flooding, road closures, traffic gridlock, public demonstrations, security incidents, courier disruption, or restricted access at the delivery location such as hospitals, schools, embassies or airport zones. Where such an event prevents delivery, we will contact you to reschedule at no extra charge.

Customs, Duties, and Taxes

For international shipments, we do not cover customs fees, tariffs, or additional taxes imposed during or after shipping. These charges are the responsibility of the customer.

Returns and Refunds

Refer to our returns policy.

Get in Touch

For more information about our delivery policy, or if you have questions, please get in touch with us here.

- ▷ *Terms and Conditions are subject to change without prior notice.*
- ▷ *Terms and Conditions are correct at time of publication (03 September 2026).*



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