

Frequently Asked Questions (FAQ)

1. What products do you sell?

We offer a variety of authentic Zimbabwean traditional foods, including madora, mufushwa, grains, dried vegetables, traditional snacks, and other local favorites.

2. Do you deliver internationally?

Yes! We deliver worldwide, including the UK, USA, Canada, Australia, Europe, and many other destinations.

3. How long does delivery take?

- Local deliveries (within the UK): Usually 2–3 business days.
- International deliveries: Typically around 10 business days, depending on the destination and customs processing.

4. How are your products packaged?

All products are cleanly packed in sealed, food-safe packaging to ensure freshness, quality, and safe delivery.

5. Are your products authentic Zimbabwean foods?

Yes. We specialize in authentic Zimbabwean traditional foods sourced and prepared to preserve their original taste and quality.

6. How do I place an order?

Simply contact us via WhatsApp, Facebook, Instagram, TikTok, or through our website, and we will assist you with your order.

7. What payment methods do you accept?

We accept various payment methods depending on your location. Please contact us for the available options.

8. Can I order in bulk?

Yes. We offer both retail and wholesale quantities for individuals, families, shops, and businesses.

9. Can I track my order?

Yes. Tracking information will be provided once your order has been dispatched, where applicable.

10. Do you deliver fresh products?

Our focus is on dried and preserved traditional foods that travel well and maintain their quality during shipping.

11. Can I send an order as a gift?

Absolutely! Many customers send our products to friends and family as gifts and care packages.

12. How can I contact Zim Traditional Foods?

You can reach us through WhatsApp, Facebook, Instagram, TikTok, or our website. Our team is always ready to help.