



Jumia Global (Drop Shipping) Delivery Guidelines

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1. About these Guidelines

1.1. Purpose

The purpose of these Guidelines is to provide information to Jumia's Global sellers on shipping to Jumia of products sold to buyers on the Jumia marketplace.

1.2. Scope

These Guidelines cover the two logistics options that a buyer may choose from on the Jumia marketplace:

- Jumia Global Dropship: end to end logistics process managed by Jumia (or its appointed logistics partner), from origin through to last mile delivery to the buyer.
- Jumia Global Postal: end to end logistics process utilising national postal systems for customs clearance and last mile delivery to the buyer.

2. How to deliver your products

2.1. Confirming orders

Once the order is confirmed i.e. validated and approved by the CS team:





- it will appear in Seller Center as a pending order; and
- the seller shall, within the required period, prepare the product for shipping in line with Jumia's Packaging Guidelines and mark the order as "ready to ship" in Seller Center as further particularised below.

2.2. Fulfilling orders

After marking the order as "ready to ship" the seller shall:

- The products shall be packaged and labelled in accordance with the Jumia Packaging Guidelines as published on Seller Centre.
- Download the from the Seller Centre the Shipping Label and attach to the outside of the package. The shipping labels should be in accordance with guidelines set by Jumia and must not be covered or obscured. Incorrect labelling will result in delay or cancellation.

2.3. Customs and regulatory compliance

- The packages presented by the seller shall be in good condition (undamaged, properly packed in accordance with the Jumia Packaging Guidelines) and shall not contain any prohibited products are further particularised at section 3 below.
- In case any products include batteries or cells, the seller shall be required to furnish documents such MSDS, Non-DG Declaration or any documents as per the IATA Guidelines.
- The seller shall provide comprehensive and accurate information about the products as may be required by Jumia in order to facilitate smooth customs clearance and fast delivery including, but not limited to, the address and contact information of both the sender and the recipient, the quantity and value of contents. The seller shall be responsible for the authenticity of the information provided.
- In respect of the value of the products, the seller must use the true market value of the goods i.e. the transaction amount of the receiving/shipping party. The products cannot be declared at the factory cost or purchase price. The goods cannot be dispatched as samples or gifts.
- If the above provisions are not observed, the customs authority of the destination or transit country may hold, return or destroy the products without any prior notice, and may also apply fine and penalties. Any and all expenses arising there from such non-compliance shall be borne by Seller.

2.4. Hand over to Jumia's logistics partner

- The seller may drop off their packages at the designated location notified by Jumia or arrange for a pick up from its preferred location at an additional cost.





- Jumia requires its sellers to follow guidance issued by its appointed logistics partner including in respect of email “pre-alert” of arrival times, working hours and other operations, to avoid unnecessary delays.
- Upon delivery/collection, Jumia’s logistics partner may inspect products and packaging as required by Jumia’s quality control process. At no point shall Jumia or its logistics partner take responsibility for the contents of the packages, which shall be the sole responsibility of the Seller.

2.5. Rejection of products

- Jumia reserves the right to reject products (refuse receipt) if: it deems them to be non-compliant in respect of quantity, quality, specifications or packaging; the products are prohibited products as further particularised at section 3 below; or the products are counterfeit.
- In addition to rejecting the products, Jumia may also penalise the seller in accordance with the terms of the Seller Penalty Policy and/or Jumia’s Anti-Counterfeit Policy, as applicable, and the seller shall bear all costs and expenses in respect of rejected products.
- In the event that Jumia or its appointed logistics provider has to repackage products, revise inaccurate or incomplete documentation, or complete any additional operations not foreseen in these Guidelines, the seller shall bear all related operational expenses as notified by Jumia and/or its appointed logistics provider.
- In the event of receipt of undeclared or mis-declared products, breaching the Goods in relation to the Dangerous Goods lists provided in these Guidelines or the guidelines provided by the Jumia’s Third Party logistic provider. Jumia or its Third Party logistic provider can act in its sole discretion may return or destroy at the Seller’s expense any Shipments that contain mis- declared or undeclared Goods.

3. Prohibited products

- All products shall comply with the laws and regulations of the countries concerned (including the countries of destination, transit and arrival) or the country of transit where customs clearance is required), as well as with the relevant postal and air transport regulations.
 - Prohibited products include counterfeit goods, dangerous goods and goods that are banned from import into or export from the country of dispatch/arrival e.g. antiques, currency and contraband.
 - If it is discovered that a seller has presented such products for dispatch they may be confiscated and destroyed, by Jumia, its appointed logistics partner or the relevant air carrier or customs authority, with no compensation for the seller.
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4. Re-inbound of failed delivery packages

Please note this section is applicable in respect of Jumia Global Dropship only. In respect of Jumia Global Postal, there is no provision for failed delivery as all failed deliveries are handled entirely by the relevant postal authority which applies its own roles.

When a package fails delivery at the destination country, it comes back to the destination country Jumia warehouse where it is inbounded as a consignment item on seller's account. Subsequent treatment of these items will follow Jumia Express policy.

5. Return to seller or forfeiture of inventory

Please note this section is only applicable in the case of Jumia Global Dropship only. In respect of Jumia Global Postal, there is no provision for return to seller or forfeiture of inventory as all returned packages are handled entirely by the relevant postal authority which applies its own roles.

5.1. Return to seller

Jumia may refer products to be returned to the seller at any time and for any reason, including:

- rejection of products upon handover to Jumia Logistics Partner
- failed delivery to buyer;
- buyer returns; and/or
- damage, defect or expiry i.e. products not in sellable condition.

Once confirmed for Return, Seller should arrange the return pick from the local Jumia warehouse on their own using any 3PL that they wish to engage with. Jumia does not and will not provide any return services on behalf of the Seller and it is the sole responsibility of the Seller.

If pick up of the items is not done within the time communicated in the Operational Excellence guidelines, the items will be automatically forfeited. Please contact the Seller Support team to understand the time window for picking of return items.

5.2. Return of damaged items

The seller or its representative, including any logistics partner appointed by seller, shall have the opportunity to inspect all returned items at the point of collection, in the presence of Jumia personnel. In the event of any damage to the items, the seller may submit a claim to Jumia.

In order to submit a claim in respect of alleged damage to items, the seller shall be required to:

- photograph items at the point of collection;



- collect such items; and
- submit a claim via the Seller Centre within 48 hours of collection.

Failure to collect the items or otherwise strictly adhere to the claims process set out above shall render the claim invalid.

Jumia’s compensation to the seller in respect of damaged items shall be determined, in Jumia’s discretion, by the level of damage (e.g. damage to packaging only will result in partial refund only) and shall be no more than the cost price of the items.

5.3. Forfeiture of inventory

Forfeiture of inventory refers to transfer of title in respect of the products from the seller to Jumia, at no cost, free and clear of any liens, claims, security interests or other encumbrances.

Specific items shall be forfeited in the event that the seller requests forfeiture, or will take place automatically in the following circumstances:

- the seller fails to collect items from the notified location within the predetermined forfeiture window;
- the item creates a safety, health or liability risk; or
- the seller has engaged in fraudulent or illegal activity.

Jumia may dispose of forfeited items in any manner that it determines appropriate.

Forfeiture windows for products shall be subject to the location at which the goods are rejected (i.e. the location of buyer, or China, in respect of goods rejected prior to shipping), as listed below.

Country	Number of days from notification of forfeiture to forfeiture
Egypt	8 days
Nigeria	21 days
Kenya	60 days
Morocco	24 days
Ivory Coast	17 days
Ghana	21 days
Uganda	21 days
Tunisia	10 days
Senegal	21 days
South Africa	60 days



Products rejected prior to shipping in China	7 days
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6. The consequences of violation of these Guidelines

Failure to comply with these Guidelines may result in Jumia taking one or more of the following actions:

- refusing receipt of the products;
- returning the products to the seller; and/or
- applying a financial penalty as provided for by the Seller Penalty Policy.

If seller violates these Guidelines and any of the Jumia's Third Party logistic provider requirements, the seller shall be obliged to financially compensate Jumia including but not limited to for various types of fines, costs incurred in relation to the legal proceedings or any other expenses borne in connection to implementing these Guidelines.

7. Further information

Further information can be found by following the links below:

- List of products prohibited under the Universal Postal Convention: <http://www.upu.int/en/activities/customs/prohibited-and-restricted-articles/list-of-prohibited-articles.html>
- List of prohibited as imports, by country: http://www.upu.int/uploads/tx_sbdownloader/listCustomsProhibitedArticlesEn.pdf
- Jumia's prohibited product list: <https://www.jumiaasia.com.cn/jumiaprohibitedlist/>
- International Civil Aviation Organization (ICAO) *Technical Instructions for the Safe Transport of Dangerous Goods by Air* and the International Air Transport Association (IATA) *Dangerous Goods Regulations*: www.iata.org/publications/dgr/Pages/index.aspx

If you are a seller and you have any questions about this Policy, please contact our Seller Support Team.

