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### 1. Introduction

These Jumia Express Guidelines set out the terms on which Jumia provides its Jumia Express service to sellers on the Jumia marketplace including eligibility criteria, processes, fees, and the rights and obligations of Jumia and the seller in delivering and receiving the Jumia Express service.

Jumia Express is a value added service under the [Terms and Conditions of use of the Marketplace](#) that sellers agree to when they are first onboarded.

These Guidelines are subject to and governed by the Terms and Conditions of use of the Marketplace.

### 2. What is Jumia Express?

Jumia Express is a service that Jumia offers to approved sellers for:

- storing their inventory in a Jumia warehouse pending confirmation of a valid order by a buyer;
- picking, packing and delivering orders to customers; and
- handling customer returns.

The Jumia Express service is illustrated by the infographic below.



### 3. What are the benefits of Jumia Express?

Fulfillment of orders through Jumia Express enables and empowers sellers to:

- grow their business by taking away the burden of order fulfilment so that sellers may focus on sales and marketing;
- scale operations flexibly and without new investment in warehouse space and headcount; and
- delight customers with world class customer service.

### 4. Who is eligible for Jumia Express?

Participation in Jumia Express is by application only and at Jumia’s discretion. Sellers with a seller score of greater than 2.5 are eligible for Jumia Express, in respect of fast-selling products only i.e. SKUs which sell at a rate of >1 valid item per day.

Sellers can apply via Seller Centre and, if accepted, shall receive email confirmation of acceptance.

### 5. The Jumia Express process

#### 5.1. Fulfillment creation and approval

##### Fulfillment creation

Sellers may create a Jumia Express fulfillment request via Seller Centre.

When creating requests, sellers are expected to comply with the following target coverage levels (as defined at section 5.3) for each fulfillment request.

- Local sellers -> 21 days coverage
- Global sellers -> 90 days coverage

##### Fulfillment approval

Jumia will notify the seller of fulfillment approval via Seller Centre.

Jumia reserves the right to reject or amend any fulfilment request if it deems the requested inventory to be:

- in excess of target coverage; or
- of sub-standard quality, defective or inauthentic, based on historic sales data.

In the event that Jumia amends the proposed quantities, it shall notify the seller of the amendment via seller Centre, and the seller may accept such amendment via Seller Centre in order to finalise the fulfillment request approval process.

If the seller chooses not to accept amendments to the fulfillment request, the request is deemed cancelled.

## **5.2. Inbounding**

Inbounding refers to the process by which Jumia accepts items due to be consigned to Jumia for storage in its warehouse.

### Inbound slot booking

The seller may schedule a fulfillment request for inbounding at the Jumia warehouse, using Jumia's inbound scheduling tool available via Seller Centre; retrieving the PO Number for the relevant fulfilment request; and selecting an available inbound slot. The seller will receive email notification to confirm the inbound slot.

The seller may cancel our inbound slot booking via the inbound scheduling tool at any time up to 24 hours before the scheduled inbound slot.

### Inbound reception

The seller must drop off its products packaged in accordance with the Jumia Packaging and Delivery Guidelines at the time and location specified by the inbound scheduling tool.

The seller must provide the list of the products and quantities destined for Jumia Express. This should take the form of a delivery note containing a list of individual products and quantities.

In the event of cancellation of a scheduled inbound slot within 24 hours of the scheduled time; late arrival (> 30 mins late); or failure to arrive on the scheduled day, the following consequences shall apply:

- in respect of late arrivals the delivery shall not be accepted; and
- the appropriate penalty will be applied pursuant to the Jumia Penalty Policy.

Incomplete deliveries may be accepted at Jumia's discretion and delivery receipt (described below) will be amended accordingly.

Jumia reserves the right to change inbound scheduling slots at any time, subject to capacity constraints.

Upon completion of inbounding, the seller's delivery agent shall sign two copies of a delivery receipt (one each for Jumia and the seller) by way of acknowledgment of delivery and receipt of inventory into the warehouse. Jumia shall retain one copy and the seller shall retain the other copy.

## **Inbound inspection**

All inventory will be subject to a two stage inspection and quality control process:

- Initial inspection on delivery: Cross-check of products and product quantity with respect to the fulfillment request in the presence of the delivery agent.  
Although Jumia inspects a sample of products on delivery, it cannot inspect each and every product. Jumia is therefore not responsible for defective products which are inbounded and the seller shall remain liable.
- Full physical quality control upon acceptance of inventory and after delivery agent's departure.

Inventory that does not match the details contained within the original fulfillment request (e.g. regarding quantity, specifications) may be rejected by Jumia; or accepted by Jumia in its sole discretion, in which case Jumia shall create a new fulfillment request which relates directly to excess / non-specified items.

## **Inbound rejections**

Jumia reserves the right to reject inbound deliveries if:

- it deems them to be non-compliant in respect of quantity, quality, specifications or packaging;
- items are not sorted i.e. not separated and arranged by SKU; or
- items are counterfeit (in which case the seller will be managed in accordance with the Jumia's Anti-Counterfeit Policy).

Penalties may be applied in respect of inbound rejections as stipulated in Jumia's Penalty Policy.

Inbound rejections will be returned to the seller's delivery agent on the day of delivery, or in their absence the seller will be notified to arrange collection via the inventory retrieval process outlined at section 8 below, except in respect of South Africa where products shall be available for collection by the seller within 48 hours of notification, after which period they shall be returned to the seller, at the seller's cost.

## **5.3. Inventory management**

Jumia manages inventory in order to optimise warehouse capacity and inventory health, ensuring that only fast-moving inventory is allowed into and kept within the Jumia Express warehouse.

### **The principles of inventory management**

Inventory consigned to Jumia will be monitored for inventory "health". The principle criteria for assessment are ageing and coverage measured by SKU, as outlined below:

- Coverage: The total number of items received per SKU, divided by the average daily sales over the last 28 calendar days (includes weekend days & public holidays). In simple terms it is the expected number of days before the remaining inventory is sold for a given SKU.
- Age: The number of days between today's date and the date of the youngest product within the SKU i.e. the latest inbound date for this SKU.



Jumia operates distinct ageing and coverage matrices in respect of general merchandise and fashion; and local and global sellers, as set out at **Appendix 1**. Aging and coverage will determine the following actions to be taken on inventory:

- no action (green): healthy, fast-moving inventory;
- discount (yellow): product is not selling as expected, and is ageing. seller must take immediate action to increase product sales e.g. discount, marketing campaign; or
- return to seller (red): product is aged and without sales. Jumia will remove all items in the SKU from the warehouse and return them to the seller via the inventory retrieval process, outlined at section 8 below.

### **Expired inventory**

Inventory subject to a "*shelf-life*" will be returned to the seller in accordance with Jumia's expiration rules via the inventory retrieval process outlined at section 8 below.

### **Inventory storage and visibility**

Jumia will provide storage services after receipt via the delivery receipt.

Jumia will keep electronic records that track inventory and sellers may track the status of their inventory via the "Manage Products" feature in Seller Centre.

Jumia will also send to sellers a weekly Jumia Express Inventory Visibility Report, which reconciles items inbounded vs. their current status at both PO and SKU levels.

The Inventory Visibility Report shall be sent to the seller's primary email address registered within Seller Centre.

## **5.4. Shipping**

Jumia will ship the seller's products to the shipping addresses included in valid customer orders. Jumia may ship items together with products purchased from Jumia and/or other sellers.

## **5.5. Customer returns**

Jumia will receive and process customer returns in accordance with the terms of the Customer Returns Policy. All items that are properly returned will be placed back into Jumia Express inventory.

Jumia may fulfil customer orders from the seller's Jumia Express inventory with any items returned to Jumia.

Any returned items that Jumia determines to be defective or unsuitable for re-sale will, at the seller's direction, be either returned to the seller or disposed of.

## **6. Risk and title in the products**

Ownership of inventory remains with the seller, and Jumia acts purely as a consignee of the inventory. Title passes from the seller to the buyer upon delivery to the buyer.



Items which are consigned to Jumia whilst defective, as determined by the quality control process, shall be the sole responsibility of the seller.

Jumia shall be responsible for any damage or loss to products whilst consigned to Jumia or during the fulfillment process.

## 7. The fee for the services

The fee for Jumia Express is a fee per day, which covers all of the following:

- storage of products at Jumia warehouse;
- increased visibility for products on Jumia; and
- picking and packing of products prior to shipping.

The fee for Jumia Express is in addition to all other fees chargeable pursuant to the Terms and Conditions of use of the Marketplace, including the seller shipping contribution and the commission.

In the event of returns from Jumia to the seller as provided at section 8 below, an additional inventory retrieval fee is charged, based on the size and volume of returns. Jumia shall publish fees in Seller Centre from time to time.

Jumia will deduct the fees directly from proceeds of sale of the items credited to the seller's account, before such sums are remitted to the seller.

## 8. Inventory retrieval

The seller may request return of its inventory, via Seller Centre, at any time and for any reason.

Jumia may also return any inventory to the seller, at any time and for any reason, including:

- aged or expired inventory;
- damage or defect i.e. items no longer in sellable condition;
- inventory not live i.e. items in warehouse but not listed on marketplace; or
- termination of the Jumia Express seller service.

Jumia shall notify sellers of items available for collection by sending an email to their primary email address as recorded in seller Centre. Such email shall list the items for collection and state the location and duration for which they will be available for collection.

Returned items shall remain available for collection within the window set out in **Appendix 2**. Once the relevant window has lapsed, the items shall be deemed immediately forfeited as further particularised at section 9 below.

The seller shall have the opportunity to inspect all returned items at the point of collection, in the presence of Jumia personnel, and to photograph any damaged items at the point of collection. The seller may then submit a claim in respect of such items via seller Centre.

## 9. Forfeiture of inventory



Forfeiture of inventory refers to transfer of title in respect of the products from the seller to Jumia or to a third party nominated by Jumia e.g. a charity, 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 pre-determined forfeiture window;
- the item creates a safety, health or liability risk;
- the seller has engaged in fraudulent or illegal activity; or

Jumia may dispose of forfeited items in any manner that it determines appropriate e.g. by sale, donation, recycling or destruction.

Any proceeds of forfeiture shall be deemed to cover Jumia's costs.

**10. Further information**

If you have any questions about this Policy, please contact your Vendor Support Centre.

Amended 1 August 2021

## Appendix 1 Ageing and coverage matrices

### Local sellers

General Merchandise		Coverage					
		0 - 30 days	30 - 60 days	60 - 90 days	90 - 120 days	120+ days	No sale L4W
Age	0 - 30 days	No action	No action	No action	No action	No action	No action
	30 - 60 days	No action	Discount	Discount	Discount	Discount	Discount
	60 - 90 days	No action	Return	Return	Return	Return	Return
	90 - 120 days	No action	Return	Return	Return	Return	Return
	120 - 180 days	No action	Return	Return	Return	Return	Return
	180+ days	No action	Return	Return	Return	Return	Return

Fashion		Coverage					
		0 - 30 days	30 - 60 days	60 - 90 days	90 - 120 days	120+ days	No sale L4W
Age	0 - 30 days	No action	No action	No action	No action	No action	No action
	0 - 60 days	No action	No action	No action	No action	No action	No action
	60 - 90 days	No action	No action	No action	No action	No action	No action
	90 - 120 days	No action	No action	No action	Discount	Discount	Discount
	120 - 180 days	Discount	Discount	Return	Return	Return	Return
	180+ days	Return	Return	Return	Return	Return	Return

## Global sellers

General Merchandise		Coverage					
		0 - 30 days	30 - 60 days	60 - 90 days	90 - 120 days	120+ days	No sale L4W
Age	0 - 30 days	No action	No action	No action	No action	No action	No action
	30 - 60 days	No action	Discount	Discount	Discount	Discount	Discount
	60 - 90 days	No action	Discount	Discount	Discount	Discount	Discount
	90 - 120 days	No action	Return	Return	Return	Return	Return
	120 - 180 days	No action	Return	Return	Return	Return	Return
	180+ days	No action	Return	Return	Return	Return	Return

Fashion		Coverage					
		0 - 30 days	30 - 60 days	60 - 90 days	90 - 120 days	120+ days	No sale L4W
Age	0 - 30 days	No action	No action	No action	No action	No action	No action
	30 - 60 days	No action	No action	Discount	Discount	Discount	Discount
	60 - 90 days	No action	No action	Discount	Discount	Discount	Discount
	90 - 120 days	No action	No action	Discount	Discount	Discount	Discount
	120 - 180 days	Discount	Discount	Return	Return	Return	Return
	180+ days	Return	Return	Return	Return	Return	Return

## Appendix 2 Forfeiture windows

Country	Number of days prior to forfeiture
Egypt	30
Nigeria	21
Kenya	30
Morocco	30
Ivory Coast	21
Ghana	21
Uganda	21
Tunisia	21
Senegal	21
South Africa	30
Algeria	30