

Shipping & Fulfilment Policy

Version 1.0

Effective 16 September 2026

This Policy explains how orders placed through Market360 move from confirmation to fulfilment. Participating retailers remain responsible for preparing, supplying and delivering the goods sold through their storefronts unless a different arrangement is clearly stated for a specific order.

1. Purpose

Market360 Limited ("Market360", "we", "us" or "our") provides digital commerce technology through which customers can place orders with participating retailers and retailers can manage those orders.

This Shipping & Fulfilment Policy explains the general framework for order confirmation, preparation, dispatch, delivery, failed fulfilment and customer communication for transactions carried out through Market360.

Participating retailers remain the sellers of the goods purchased through their respective storefronts and are responsible for fulfilling those orders in accordance with applicable law, their disclosed terms and Market360 platform requirements.

2. Retailer responsibility

Each participating retailer is responsible for:

- confirming whether an order can be fulfilled;
- maintaining accurate product availability and pricing information;
- preparing the goods safely and appropriately;
- packing products in a manner suitable for delivery;
- arranging or carrying out delivery where delivery is offered;
- communicating material delays, unavailable items and fulfilment issues; and
- complying with applicable product, transport, food-safety, pharmacy, consumer-protection and other legal requirements.

Market360 provides the technology through which those activities may be presented, recorded and managed. Market360 does not become the seller, manufacturer or owner of the retailer's goods by providing the Platform.

3. Order confirmation

An order is not treated as ready for fulfilment merely because a customer has sent a shopping request.

Before an order is fulfilled, the retailer should confirm the relevant details, including product availability, quantities, applicable pricing, delivery area, timing and any material conditions that apply to the order.

Where the Platform presents a quote or order summary to the customer, the retailer should ensure that the information supplied into the Platform is current and accurate.

4. Stock availability

Retailers should make reasonable efforts to keep stock information accurate.

If an item becomes unavailable after a customer has requested it, the customer should be informed as soon as reasonably practicable.

The customer should not be charged for goods that the retailer does not supply.

5. Substitutions and alternatives

A retailer should not make a material substitution without customer approval where the substitute differs materially in product, brand, size, quantity, specification, quality or price.

Where substitutions are permitted by a retailer's disclosed terms, those terms should be clear and should remain consistent with applicable law.

Market360 may provide tools for presenting substitution options, recording customer approval and preserving the transaction record.

6. Delivery areas

Retailers may determine the areas in which they offer delivery, subject to applicable law and Market360 platform requirements.

A retailer should not accept an order for delivery to an address it cannot reasonably serve unless the customer is clearly informed and agrees to another arrangement.

Delivery availability may depend on distance, operating hours, rider availability, weather, security, product type or other practical constraints.

7. Delivery charges

Delivery charges should be disclosed to the customer before the customer commits to the order where those charges are known or reasonably estimable.

Where delivery is paid separately on arrival, that fact should be communicated clearly.

Where a delivery charge changes because the customer changes the delivery address, timing or order requirements, the customer should be informed before the order proceeds where reasonably practicable.

8. Delivery estimates

Any delivery time shown through Market360 is an estimate unless expressly stated otherwise.

Retailers should make reasonable efforts to fulfil within the communicated timeframe, but actual timing may be affected by stock checks, order preparation, traffic, weather, market conditions, delivery rider availability and customer availability.

Material delays should be communicated to the customer as soon as reasonably practicable.

9. Customer details

A customer may be asked to provide information needed to fulfil the order, including a phone number, delivery address, delivery notes and preferred delivery time.

Customers should provide accurate and complete details. Incorrect or incomplete delivery details may delay or prevent fulfilment.

Market360 may use verification workflows, including one-time codes, to reduce fraud and help ensure that order and delivery communication reaches the correct customer.

10. Order preparation

Retailers should prepare orders with reasonable care and in accordance with the nature of the products supplied.

Products should be packed or handled in a way that is suitable for ordinary delivery, taking into account fragility, perishability, hygiene, temperature sensitivity, safety and regulatory requirements.

Retailers remain responsible for ensuring that the goods they supply are lawful, safe and not materially misdescribed.

11. Status updates

Market360 may provide order-status tools so a customer can see whether an order has been confirmed, prepared, dispatched, delivered or delayed.

Status updates depend on the retailer and its staff using the Platform accurately and promptly.

Where a retailer becomes aware that a status shown to the customer is inaccurate, the retailer should correct or update it as soon as reasonably practicable.

12. Delivery handoff

Where the retailer or its delivery arrangement delivers the order, responsibility for handing over the goods remains with the retailer until the goods are delivered to the customer or the customer's authorised recipient.

The customer may be asked to confirm receipt or report an issue through the Market360 interface.

If delivery is attempted but the customer is unavailable, unreachable or provides an incorrect address, the retailer's disclosed delivery terms and applicable law will determine what happens next.

13. Failed delivery

A delivery may fail where:

- the customer cannot be reached;
- the delivery address is incomplete, unsafe or incorrect;
- the customer refuses the order;

- the retailer or rider cannot access the delivery location;
- the delivery area is outside the retailer's supported area; or
- circumstances outside the retailer's reasonable control prevent delivery.

The retailer should communicate the failed delivery and any available next step to the customer as soon as reasonably practicable.

14. Partial fulfilment

Where only part of an order can be fulfilled, the customer should be informed of the affected items.

The customer should not be charged for items that are not supplied.

Where payment has already been made for affected items, the appropriate adjustment, refund or other remedy should be handled under the applicable returns, refunds and cancellations framework.

15. Customer inspection

Customers should inspect delivered goods within a reasonable time after delivery, taking into account the nature of the goods.

Issues such as missing items, visibly damaged goods, incorrect products or materially different quantities should be reported as soon as reasonably practicable.

For perishable, fresh, pharmacy, hygiene-sensitive or time-sensitive products, prompt reporting may be especially important, but retailer reporting windows must remain consistent with mandatory consumer rights.

16. Complaints relating to fulfilment

Market360 may provide tools through which customers can report delivery or fulfilment issues, upload supporting information, communicate with the retailer and track a proposed resolution.

The retailer remains primarily responsible for resolving complaints concerning its products, preparation and delivery.

Market360 may facilitate communication, maintain transaction records and provide escalation workflows where appropriate.

17. Records

Market360 may retain relevant order, quote, status, message, payment and complaint records to support customer communication, retailer operations, dispute handling, compliance and audit requirements.

Retailers should not attempt to bypass, delete or falsify records needed to establish what was ordered, quoted, paid for, prepared or delivered.

18. Changes to this Policy

Market360 may update this Policy from time to time to reflect changes to the Platform, retailer workflows, fulfilment processes, applicable law or regulatory requirements.

The current version and its effective or last-updated date will be made available on the Market360 website.

19. Contact

Questions or reports relating to this Policy may be directed to:

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