



## Jumia Prime Terms and Conditions

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### Contents

1. Introduction
2. What is Jumia Prime?
3. What are the benefits of Jumia Prime?
4. Who is eligible for Jumia Prime?
5. Your Jumia Prime subscription
  - 5.1. How can I subscribe for Jumia Prime membership?
  - 5.2. What is the price of membership?
  - 5.3. How long will my membership last?
  - 5.4. Can I cancel my membership?
6. Further information

### 1. Introduction

These Jumia Prime Terms and Conditions set out the terms on which Jumia provides the Jumia Prime service and benefits to buyers on the Jumia marketplace, including the eligibility criteria, subscription process and applicable fees.

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

By subscribing to Jumia Prime members agree to these Jumia Prime Terms and Conditions as may be amended and published from time to time.

### 2. What is Jumia Prime?

Jumia Prime is a loyalty programme that entitles its members to free delivery on Jumia orders and to access other exclusive promotions, rewards and benefits.





### **3. What are the benefits of Jumia Prime?**

#### **3.1. Free delivery**

Jumia Prime members receive free delivery on:

- all products bearing the Jumia Express tag on their product page (except any bulky or large items such as large furniture, large home/kitchen appliances, home theatres, sound systems, and air conditioning units); and
- all Jumia on-demand services e.g. Jumia Food.

If an order includes both qualifying and non-qualifying items, buyers shall be required to pay applicable shipping charges for the non-qualifying items.

Due to restrictions on business/commercial use of Jumia Prime (particularised at section 4 below) we operate a monthly cap on free delivery. Members who exceed this cap will be classed as business/commercial users and their Jumia Prime membership may be cancelled without notice.

#### **3.2. Third party promotions, rewards and other benefits**

Jumia Prime offers a platform for members to access promotions, rewards and other benefits in respect of third party participating products and brands, which Jumia may notify to members from time to time.

Benefits are provided by means of a voucher, which may be redeemed directly with the participating third-party retailer in accordance with their own terms and conditions. Benefits may not be exchanged for cash or used to purchase any products or gift cards on Jumia.

Jumia may in its sole discretion add or remove Jumia Prime membership benefits.

By subscribing to Jumia Prime you agree to the terms of our Privacy and Cookie Notice and that you consent to receive direct marketing, offers and promotions from Jumia and its partners.

### **4. Who is eligible for Jumia Prime?**

To qualify for Jumia Prime membership you must meet the following criteria at all times during the subscription period:

- you must be located in a participating city as listed on the Jumia Prime Page of the application and website; and
- you must be an individual, as Jumia Prime is not intended for professional use.

The following accounts are not eligible for Jumia Prime:

- business or corporate accounts;
- JForce sales consultant accounts;



- accounts with more than three (3) unique delivery addresses; and
- accounts that make more than forty (40) orders in any given month.

In the event that your circumstances change and you cease to meet the eligibility criteria for Jumia Prime, you shall be required to notify Jumia and your Jumia Prime membership shall be terminated with immediate effect.

Jumia reserves the right to refuse Jumia Prime membership to any customer, in Jumia's discretion.

## **5. Your Jumia Prime subscription**

### **5.1. How can I subscribe for Jumia Prime membership?**

Jumia Prime membership may be purchased via all Jumia applications and websites, including Jumia Food and Jumia One.

Following purchase, a confirmation email will be sent to the new member. Jumia Prime membership will be activated within forty eight (48) hours of order confirmation.

Jumia Prime membership is personal to the member and shall be used exclusively by the registered member and all Jumia Prime benefits shall accrue to the registered member only. Jumia Prime benefits are not transferable.

### **5.2. What is the price of membership?**

The Jumia Prime membership fee varies subject to your on location and the duration of your chosen membership plan. Details are available on the "Free Delivery" page of Jumia's website or application.

Payment for Jumia Prime may be made by credit, debit card or direct or via Jumia Pay wallet or such payment method as Jumia may direct on its website and applications.

### **5.3. How long will my membership last?**

We offer the following membership plans:

- One (1) calendar week;
- three (3) calendar months;
- six (6) calendar months; or
- one (1) year.

The membership period commences on the date of confirmation. For example, if you purchase your subscription and thereafter receive a confirmation email on 30th March and you choose a three month subscription, your membership will expire at the end of the day on 29th June.



The renewal of Jumia Prime is not automatic. To enjoy continued Jumia Prime benefits when the membership period has ended, a new Jumia Prime membership must be purchased.





#### **5.4. Can I cancel my membership?**

Your Jumia Prime membership is non-refundable and so if you cancel your membership you shall not be reimbursed in respect of subscriptions fees paid.

We may cancel your Jumia Prime membership at our discretion and without notice. If we do so, we will give you a prorated refund based on the number of full months remaining in your membership.

We shall not, however, provide any refund for cancellation related to conduct that we determine is fraudulent or in violation of these Jumia Prime Terms and Conditions or any applicable laws.

We may cease or suspend the sale of new Jumia Prime memberships at any time, at our discretion.

#### **6. Further information**

If you have any questions about these Jumia Prime Terms and Conditions, please contact us using the contact form on our website.

Adopted 1 April 2020

