



Quality Check

1. What is Quality Check (QC)?









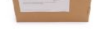




























































- The QC happens when you drop your package at a Vendor Drop-Off station. A Jumia agent will check 2 elements:

- A. The packaging of your product.
- B. The conformity of your product with its Jumia detail page.

- The objective of the QC is two-fold:

-  Protect consumers from receiving wrong/damaged/used items and being unsatisfied.
-  Protect you from getting customers returns, decreasing your Seller Score and losing customers.

A. The package of your product.

CATEGORY	HOW TO PACK ORDER	ACCEPTED PACKAGE	UNACCEPTABLE PACKAGE
Mobiles & Tablets <small>Click here for full details</small>	  		
Electronics accessories	  		
Fashion Products	  		
Fashion Accessories	    		
Footwear	  		
Laptops	  		
Kitchenware, Decoration & Sport equipment	  		
Home & Living	  		
Groceries	           	  	  
Toys, Kids & Babies, Pets & Stationaries	   		
Books	  		

B. At our Vendor hub, a Jumia agent will check if your item matches the information you mentioned on its Jumia product page.

-  Brand
-  Colour
-  Size
-  Other Specifications (Weight / Height / Etc.)

2. What do you risk if your QC fails?

Your item might fail Quality Check for the following reasons:

- Your Item and/or its packaging is Defective.
- Your Item is Different from the one you listed on Seller Center.
- Your Item is a Counterfeit.
- Your Item is a Second-Hand Item.
- Your Item has not a readable reference.

If one of your items fails Quality Check, you might have to pay a Fee ([INSERT LINK TO PENALTY ARTICLE](#)).

3. You disagree with a failed QC? We are here to help you.

- Raise a claim on the Internet: [LINK TO RAISE A CLAIM](#)
- Call us: [PHONE NUMBER](#)
- Ask an agent in a Vendor Drop-Off: [LINK TO VENDOR HUB PAGE WITH VDO ADDRESSES](#)