Understanding customer returns

The return process is a pillar of both Vendor and Customer Experiences. Therefore, it is essential for you vendors to know what is at stake and how you can develop your brand reputation in the eyes of the customers.
In the meantime, Jumia also wants to ensure that your rights are guaranteed in the different return processes.

1. What are the different types of return?

The return process varies in function of the return reason:

A/ The customer didn't receive the item because he rejected it at the delivery or because the delivery failed.

B/ The customer accepted the item at the delivery but then decided to return it for those reasons:
- Customer changed his/her mind
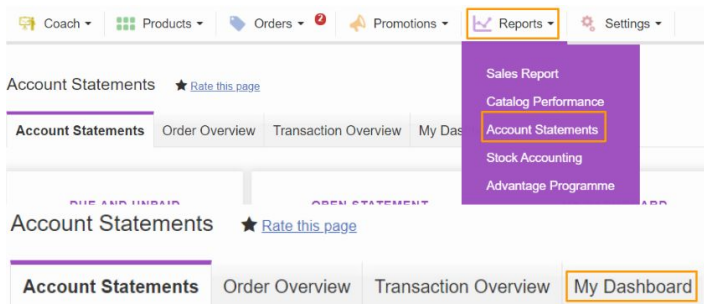- The item is wrong/defected/used/refurbished/counterfeit

2. RETURN PROCESS #1: if the delivery failed OR the customer rejected the order at the delivery.

As we know the importance to your business of having cash flow and your items returned on time, **we promise you that your undelivered items will be returned to you within 21 days from the shipping date or that you will be paid the item value if we cannot meet this promise**.

A/ You will receive an email to warn you when all our delivery attempts failed or the customer did not want to take the item.

B/ In the Seller Center, you can check the reason why the delivery failed.
⇒ Connect to your Seller Center Account, click on: Reports → Account Statements → My Dashboard

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Account Statements ⭐ Rate this page

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On the dashboard, check the category "Return delivery" and click on the different status you want to focus on.
Then at the bottom of the page you can see all the items with this status and in the extreme right column there is the reason why this package is "delivery failed".

RETURN DELIVERY   14 ITEMS

● Customer requested return   0
● Package is with Jumia logistics   14

C/ The package will be sent to the same VDO where you dropped it. You will then have 7 days to pick it up:
-If you don't pick it up at the VDO, the package will be sent to the warehouse where you will still be able to pick it up.
-If you don't pick it up at the warehouse within **ADAPT FOR YOUR COUNTRY** days, it will be forfeited.

If the item is lost by Jumia, if Jumia is unable to return your item within 21 days, Jumia will refund you (see here below **"5. How do I get paid for items breaching the 21 day vendor commitment?")**

3. RETURN PROCESS #2: the customer accepted the order at the delivery, but then returns it because of a default on the item OR because he changed his mind.

A/ Jumia After Sales team gets the package back. At this step, they accept all the articles with following criterias:
- Anything that is resalable unless it has a defect or hidden defect
- The returned product must be in its original packaging
- The product has not been used
- No part of the product is missing
- Sealed products

B/ If the default on the item is confirmed (or the item respects all the criteria mentioned above but the customer changed his mind), then the package will be sent to the same VDO where you dropped it. You will then have 7 days to pick it up (you will receive a notification email to warn you whenever the package is available at your VDO).

If the reason given by the customer to reject the item is invalid, the package will be sent back to the customer.
To protect its vendors, Jumia blacklists all customer having placed more than 5 shipped orders with a success delivery rate inferior than 50%: these customers are banned from Jumia and thus can not buy items anymore.

4. Steps to follow to pick up your returned item at the VDO.

Note: You must follow these steps before arriving at the VDO.

A/ Create a new representative in your Seller Center account.
Go to Settings > Manage Representatives
Click on "Add a representative"

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Promotions

03 : 07 : 15
JOURS HEURES MINUTES

03 : 07 : 15
JOURS HEURES MINUTES

JUMIA
Anniversaire

JUMIA
Anniversaire

Votre profil
Gérer les utilisateurs
Gérer les représentants
Modèles de Documents
Gestion de l'intégration

(UPDATE THE SCREENSHOT ACCORDING TO YOUR COUNTRY)