

GoMarketNG Refund and Cancellation Policy

Operated by Byosworks Services

Effective Date: 16 October 2026

Website: <https://gomarket.ng/>

1. Our Refund Commitment

At GoMarketNG, we are committed to providing reliable personal shopping, item delivery, and logistics services. We want every customer to have a positive experience.

We offer a **14-day refund request window** for eligible transactions, subject to the conditions in this policy and any non-excludable rights under applicable Nigerian law.

2. Eligibility for a Refund

You may request a refund in the following circumstances:

- **Failed service:** You paid for a service that GoMarketNG did not provide.
- **Undelivered order:** Your order was not delivered and cannot reasonably be fulfilled.
- **Duplicate payment:** You were charged more than once for the same transaction.
- **Incorrect or missing items:** Items supplied do not match your confirmed order, or items are missing.
- **Damaged or defective goods:** Goods arrive damaged, defective, or unsuitable in a way that qualifies for a remedy under applicable law.
- **Cancellation:** You cancel an order before shopping, dispatch, or another chargeable activity has commenced, subject to applicable law and reasonable, disclosed charges where permitted.

Each request will be assessed based on the circumstances, order records, payment confirmation, and applicable consumer-protection requirements.

3. The 14-Day Refund Window

Please submit your refund request within **14 calendar days** of the relevant payment or delivery date, as applicable to the reason for the claim.

For undelivered services, duplicate payments, and other unresolved transactions, the refund window will be assessed from the relevant payment or expected service date.

This 14-day window is GoMarketNG's customer-service policy. It does not remove or restrict any consumer rights or remedies that apply under Nigerian law, including rights relating to defective or unsafe goods.

4. Non-Refundable Costs and Exceptions

Where shopping, delivery, or logistics work has already been completed, some costs may already have been incurred.

Subject to applicable law, the following may not qualify for a full refund:

- Goods correctly purchased and delivered according to the customer's confirmed instructions.
- Delivery or logistics services already completed satisfactorily.
- Special orders or items purchased specifically at the customer's request, where cancellation is no longer reasonably possible.
- Third-party charges that have already been incurred and cannot be recovered, provided such charges were properly disclosed and may lawfully be retained.

These exclusions do not apply where a refund or other remedy is required by law, or where GoMarketNG is responsible for the failure, defect, misrepresentation, or other circumstances giving rise to the claim.

5. Order Cancellation

Customers should contact GoMarketNG as soon as possible if they wish to cancel an order.

Before requesting cancellation, please provide your order number and registered phone number.

If shopping or delivery has already commenced, we will explain the work completed, any applicable disclosed charges, and the available cancellation or refund options.

We will not impose charges that are prohibited by applicable law.

6. How to Request a Refund

To request a refund:

1. Contact us using the details below.
2. Provide your order number or payment reference.
3. Explain the reason for your request.

4. Attach relevant evidence, such as payment confirmation, photographs of damaged goods, or delivery records, where applicable.
5. Provide any additional information reasonably needed to investigate the claim.

Contact details

- Email: admin@gomarket.ng
- WhatsApp: 08075174855
- Website: <https://gomarket.ng/>

Please do not send your card PIN, banking password, or other confidential authentication details.

7. Refund Review and Processing

We will acknowledge your complaint and review the transaction. We may contact you for clarification or supporting information.

Where a refund is approved, it will ordinarily be processed through the original payment method where practicable. Processing time may depend on the payment provider and the receiving financial institution.

We will communicate the refund decision and any relevant processing information to you. We will comply with applicable legal requirements concerning refunds and remedies.

8. Incorrect Charges and Payment Disputes

If you believe that you were charged incorrectly or did not authorise a payment, contact us promptly. You may also contact your bank or payment provider where appropriate.

We will investigate payment disputes using available transaction records and cooperate with relevant payment-service providers.

9. Changes to This Policy

GoMarketNG may update this policy to reflect changes in its services, operations, or legal requirements. Updated terms will be published on our website with a revised effective date.

Changes will not remove rights that have already accrued to customers or override applicable law.

10. Contact Us

For questions, complaints, cancellations, or refund requests, contact:

Byosworks Services — GoMarketNG

Email: admin@gomarket.ng

WhatsApp: 08075174855

Website: <https://gomarket.ng/>

We appreciate your trust in GoMarketNG and remain committed to fair and transparent customer service.