

GoMarketNG Terms and Conditions

Operated by Byosworks Services

Effective Date: 16 October 2026

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

1. Introduction

Welcome to GoMarketNG.

GoMarketNG is operated by Byosworks Services and provides personal shopping, item delivery, and logistics services to customers in Nigeria.

These Terms and Conditions govern your access to and use of our website, account facilities, ordering system, and related services.

By accessing or using GoMarketNG, you agree to these terms. If you do not agree, please do not use the service.

Nothing in these terms excludes or restricts consumer rights that cannot lawfully be excluded under applicable Nigerian law.

2. Our Services

GoMarketNG may provide the following services:

- **Personal Shopping:** We purchase requested items on your behalf, based on the instructions and budget you approve.
- **Item Delivery:** We collect and deliver items to your specified destination.
- **Logistics:** We arrange eligible transportation, movement, and related logistics services.

Service availability, delivery areas, prices, and estimated delivery times may vary.

An order is accepted when GoMarketNG confirms it through the website or another authorised communication channel.

3. Customer Accounts

You may need to create an account to access certain features.

You agree to:

- Provide accurate and current registration information.
- Keep your login credentials confidential.

- Notify us promptly of suspected unauthorised account access.
- Use your account only for lawful purposes.
- Avoid impersonation, fraudulent orders, payment abuse, or attempts to compromise the platform.

You are responsible for activities conducted through your account, except to the extent that applicable law provides otherwise or the activity results from circumstances for which you are not legally responsible.

We may restrict or suspend an account where reasonably necessary to investigate suspected fraud, protect customers, maintain security, or comply with the law. Where appropriate, we will explain the reason and provide an opportunity to resolve the issue.

4. Orders and Shopping Instructions

When placing an order, you must provide accurate information about the requested items, quantities, budget, delivery address, contact details, and any relevant preferences.

For personal-shopping orders:

- We will use reasonable efforts to source the items you request.
- Availability, prices, and product specifications may change before purchase.
- We will seek your approval for material substitutions or significant price changes.
- If an item is unavailable, we may offer an alternative, request further instructions, or cancel the affected part of the order.
- We will communicate material changes that affect the price or fulfilment of your order.

We will not treat silence as approval for a material substitution or additional charge where your express approval is required.

5. Pricing and Charges

The total amount payable may include:

- The cost of goods purchased.
- Personal-shopping or service fees.
- Delivery and logistics charges.
- Applicable taxes and other disclosed charges.

The applicable charges will be displayed or communicated before you confirm your order, to the extent practicable.

Additional charges must be disclosed and authorised where required. You are not required to pay an undisclosed charge simply because it is later requested.

Prices may change before an order is confirmed. Once an order has been accepted, any material price adjustment will be handled in accordance with your approved instructions and applicable law.

6. Payments

Payments may be made through payment methods supported by GoMarketNG, including approved online payment gateways.

You agree to provide accurate payment information and use an authorised payment method.

An order may remain pending until payment is confirmed. A payment notification or screenshot alone may not establish that funds have been received; transaction records or confirmation from the relevant payment provider may be used to verify payment.

If a transaction fails, is duplicated, or is reversed, we will investigate and apply the relevant refund or payment-correction process.

You must not use GoMarketNG to process fraudulent, stolen, or unauthorised payments.

7. Delivery and Logistics

Delivery estimates are provided in good faith and may be affected by traffic, weather, road conditions, market availability, security conditions, access restrictions, or other circumstances beyond reasonable control.

We will make reasonable efforts to complete deliveries within the communicated timeframe and provide updates where a material delay occurs.

Customers are responsible for providing a complete and accurate delivery address and ensuring that an authorised recipient is available to receive the order.

If delivery cannot be completed because of inaccurate details, an unavailable recipient, or restricted access, we may contact you to arrange a new delivery attempt. Any additional charge must be reasonably justified and disclosed, subject to applicable law.

Delivery confirmation may include a recipient acknowledgement, delivery record, or other reasonable evidence of completion.

8. Inspection and Complaints

Please inspect your order promptly after delivery.

If you receive an incorrect, missing, damaged, or defective item, contact us as soon as reasonably possible with your order number and relevant details.

Where appropriate, we may request photographs, receipts, or other evidence to help investigate the issue.

We will assess complaints fairly and provide an appropriate remedy where required by our policy or applicable law. This may include correction, replacement, redelivery, repair, a partial refund, or a full refund, depending on the circumstances and legal requirements.

A customer's failure to report an issue immediately does not automatically remove any rights that the customer has under applicable law.

9. Cancellations and Refunds

Customers may request cancellation through our customer-support channels.

Cancellation options may depend on whether the order has been accepted, whether goods have already been purchased, and whether shopping, delivery, or logistics work has commenced.

Refund requests are governed by our separate **Refund and Cancellation Policy**, available on the GoMarketNG website.

Our policy provides a 14-day refund request window for eligible transactions. This does not limit any statutory refund, return, cancellation, or other consumer rights that may apply outside that period.

Where a refund is approved, it will ordinarily be returned through the original payment method where practicable, subject to applicable legal requirements and payment-provider processes.

10. Customer Responsibilities

You agree to:

- Provide truthful and complete order information.
- Give clear shopping and delivery instructions.
- Pay agreed and properly disclosed charges.
- Treat staff, delivery personnel, and other service providers respectfully.

- Avoid ordering prohibited goods or requesting unlawful services.
- Refrain from fraud, harassment, threats, or misuse of the platform.

You must not use GoMarketNG to facilitate criminal activity, purchase prohibited items, or infringe the rights of others.

11. Prohibited Goods and Requests

GoMarketNG may decline orders involving goods or activities that are illegal, restricted, unsafe to transport, or incompatible with our operating policies.

Where an order cannot lawfully or safely be fulfilled, we may cancel the affected service and explain the available options. Any refund will be assessed in accordance with applicable law and our Refund and Cancellation Policy.

Customers are responsible for ensuring that their requests comply with applicable laws.

12. Promotions and Offers

Promotional offers, discounts, referral benefits, and special prices may be subject to additional conditions.

Any material eligibility requirements, expiry dates, usage limits, or restrictions will be communicated with the relevant offer.

Promotions must not be used fraudulently or in a way that circumvents their stated conditions. Where an offer is withdrawn or changed, we will respect rights already accrued and applicable legal requirements.

13. Intellectual Property

The GoMarketNG name, branding, website design, original content, software, and other platform materials owned or lawfully licensed by Byosworks Services are protected by applicable intellectual-property laws.

You may use the website for its intended personal or business purposes, subject to these terms.

You must not copy, modify, distribute, reverse engineer, or commercially exploit protected platform materials without appropriate permission, except where such restriction is prohibited by law.

Third-party names, logos, and product images remain the property of their respective owners.

14. Website Availability and Security

We aim to keep GoMarketNG available and secure, but uninterrupted access cannot be guaranteed.

We may carry out maintenance, updates, security measures, or temporary service restrictions when reasonably necessary.

You must not attempt to disrupt the website, bypass access controls, introduce malicious software, access accounts without authorisation, or interfere with the platform's operation.

Nothing in this section excludes liability for matters that cannot lawfully be excluded.

15. Third-Party Services

GoMarketNG may rely on third-party providers for payment processing, hosting, communications, mapping, delivery, or other supporting services.

Your use of a third-party service may be subject to that provider's terms and privacy policy.

We will remain responsible for our own obligations under applicable law and will not use this section to disclaim liability that cannot lawfully be excluded.

16. Liability and Service Remedies

We will exercise reasonable care in providing our services and will address failures in accordance with these terms and applicable law.

Nothing in these terms excludes or limits liability for fraud, deliberate misconduct, negligence, defective performance, statutory consumer rights, or any other matter where exclusion or limitation is prohibited by law.

Where a service is not performed as agreed, available remedies will depend on the circumstances and may include correction of the service or an appropriate refund.

17. Events Beyond Our Reasonable Control

Events such as severe weather, road closures, public emergencies, major disruptions, or other circumstances beyond our reasonable control may affect fulfilment.

Where such an event occurs, we will take reasonable steps to communicate material delays and discuss available alternatives.

This provision does not remove any refund or other remedy required by law where an order cannot be fulfilled.

18. Privacy and Personal Information

Our handling of personal information is explained in the separate **GoMarketNG Privacy Policy**.

By using the service, you acknowledge that your information will be processed as described in that policy and in accordance with applicable data-protection law.

Where consent is required for a particular use of information, we will seek that consent separately as appropriate.

19. Complaints and Dispute Resolution

If you have a complaint about an order, payment, delivery, or any aspect of our service, please contact us first so that we can attempt to resolve the issue.

We will review complaints fairly and communicate the outcome or the next steps.

Nothing in these terms prevents you from exercising your rights before a competent court or contacting the relevant Nigerian consumer-protection or regulatory authority.

20. Governing Law

These Terms and Conditions are governed by the laws of the Federal Republic of Nigeria.

Any dispute that cannot be resolved amicably may be referred to a competent court or other legally authorised dispute-resolution body in accordance with applicable Nigerian law.

21. Changes to These Terms

We may update these terms to reflect changes in our services, technology, operations, or legal obligations.

The latest version will be published on our website with an updated effective date.

Changes will not retrospectively remove rights that have already accrued or override applicable law. Where required, we will provide appropriate notice or obtain consent.

22. Contact Information

For questions, complaints, order enquiries, or support, contact:

Byosworks Services — GoMarketNG

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

By using GoMarketNG, you agree to comply with these Terms and Conditions, subject always to your rights under applicable law.

Thank you for choosing GoMarketNG.