

Article 1: TECHNICAL TERMINOLOGY

This agreement contains a technical terminology specific to the e-commerce trades. Thus, these terms will be defined as follows:

- **SELLER CENTER:** communication interface between the Seller and Jumia Morocco, based on the website <https://sellercenter.jumia.ma>.
- **SHOP:** Virtual shop created on the site <https://sellercenter.jumia.ma>. This shop allows the Seller to follow orders from customers, deliveries of goods to customers, customer feedback and posting merchandise for sale, etc.

Article 2: DEFINITION OF SERVICES

The services are defined in Annex 1: General conditions for the sale of transactions on www.jumia.ma website.

Article 3: TRAINING:

Any new Seller must attend the training provided by Ecart Services Morocco. This training will aim at preparing the Seller for the management of their shop via the interface made available to them called "SELLER CENTER" (<https://sellercenter.jumia.ma>).

Participation in the training delivered by Jumia Morocco does not in any way relieve the Seller of their obligation to comply with applicable laws in the field of electronic commerce and consumer protection on the site where the Seller offers products or services for sale.

Jumia Morocco undertakes to provide the Seller with specific training, so as to enable them to manage their shop via the interface provided "SELLER CENTER" (<https://sellercenter.jumia.ma>), hereinafter referred to as "Training".

This Training will be provided by Jumia Morocco or any third party designated by the Supplier.

The Parties shall agree on the terms of the Training: place, date, language. In the event of disagreement on these terms and conditions, the Supplier may require that the Training be conducted in French on its premises.

It is to be remembered that the Seller cannot in any case claim lack of training following its own fault in the execution of the present agreement.

Article 4: PAYMENT

Payments will be made by Ecart Services Morocco by bank transfer.

The Seller must provide an IBAN* certificate related to their shop. Any change of IBAN must be done by a legalized contract rider.

The new IBAN must include the business register number for legal entities and the ID number for natural persons.

Article 5: TERM

This agreement shall be valid for one year, renewable by tacit agreement, unless terminated by either party following notification by registered letter with acknowledgment of receipt at least three (3) months before the end of the current period.

For security reasons, Jumia Morocco may cancel the Seller's unconfirmed accounts or accounts inactive for more than three (3) months.

Article 6: PAYMENT BASIS

The final customer pays Jumia Morocco at the delivery of the product and Jumia Morocco returns to the Seller this amount minus a commission and, where applicable, management and handling charges, predefined between the parties according to the categories and the type.

** Fields allowed to be filled manually*

Article 7: PAYMENT FILE

Any payment is subject to the following documents:

- This agreement duly signed by the Parties empowered;
- Delivery vouchers sealed by the department receiving all deliveries made by the Seller to Jumia Morocco in case of drop shipping.

Article 8: PAYMENT DEADLINES

The Seller's refunds will be made every week, in return for receipt of the complete payment record and payment of the commission by bank check or wire transfer.

Article 9: GENERAL TERMS AND CONDITIONS OF SALE APPLICABLE TO TRANSACTIONS

The General Terms and Conditions of Sale (Annex 1) shall become effective on the date of execution of this Agreement.

Article 10: PAYABLE SERVICES AND OPTIONS

Jumia Morocco (Ecart Service Morocco through the website www.jumia.ma) shall be remunerated for its services defined in Annex 1.

The commission rates will be applied to the "**Prices Taxes Included**" posted on the website www.jumia.ma. An order is deemed to have been delivered when it is in the possession of the final customer (displays the status "DELIVERED" at <https://sellercenter.jumia.ma>).

The calculation gives rise to a commission including taxes.

The commission rates are available in the seller center "Settings", "Your profile" and "Commissions". The scheduled commissions are given in "**Annex 2**".

In the event of a change in the commission rate, Jumia Morocco undertakes to notify the Seller 15 days in advance by e-mail and to electronically change the Amendment of this agreement which the latter must accept in Seller Center in order to continue selling on Jumia. In the absence of a return from the Seller, the Seller's shop will be deactivated on the 15th day.

The Seller must manage its product placement, and in particular must provide images of products complying with the products sold. If the latter does not have the capacity to provide images, Jumia Morocco may organize a shooting session at the expense of the Seller.

Article 11: OTHER EXPENSES ON TRANSACTIONS

Description of the different modes of logistic operation:

- Consignment: The Seller shall make available to Jumia Morocco a stock of products in Jumia Morocco warehouse. When receiving an order, Jumia Morocco must pack and ship it.
 - o Jumia reserves the right to select according to internally established criteria the products as well as the quantity of products offered by the Seller for consignment.
 - o In the event an item is consigned and a request for return has been made and created by Jumia for recovery by the Seller, Jumia Morocco provides a period of 10 days before sending a registered letter with acknowledgment of receipt. After the sending of the letter, Jumia Morocco provides 20 days before giving itself the right to sell the item at the price it defines or to destroy it.

- Drop shipping: When Jumia Morocco gives the Seller an order, the latter delivers the packaged order so that it can be directly sent by Jumia Morocco (The packaging must be either a Jumia box/bag or neutral box). Delivery must be made within 48 hours from the notification of order to the Seller, otherwise the order will be considered to be out of stock.

Shall be defined as other expenses any fees incurred by Jumia Morocco on behalf of the Seller. These fees are exclusive of taxes and are subject to the Value Added Tax (VAT) in force. They are listed by category in Annex 2.

To this shall be added the following costs in case of consignment:

Storage Costs:

<i>Size of the product</i>	<i>Per Day</i>
<i>Small</i>	0.05
<i>Medium</i>	0.26
<i>Large</i>	1.33

Packing Costs:

<i>Size of the product</i>	
<i>Small</i>	4
<i>Medium</i>	4
<i>Large</i>	20

- Release of goods from the warehouse/Article: 2 MAD

In the event of a change in storage fees, Jumia Morocco agrees to notify the Seller 15 days in advance by e-mail and to electronically change the e-contract that the latter will have to accept in Seller Center in order to continue selling on Jumia. In the absence of a return by the Seller, the shop will be deactivated on the 15th day.

Article 11.1: Customer Compensation:

1. Cancellation of orders for stock-out: For items that will be canceled for stock-outs, Jumia Morocco will proceed to the deduction of an amount tax exclusive equivalent to:

Stock-out reporting speed	Penalty
<24H	1 time the commission with a min. of 15 MAD and a max. of 100 MAD
Between 24h and 48h	2 times the commission with a min. of 30 MAD and a max. of 150 MAD
> 48H	3 times the commission with a min. of 60 MAD and a max. of 300 MAD

2. Customer returns other than change of customer's opinion: For items that will be returned by the customer or refused by the Jumia reception division, Jumia Morocco will proceed to the withdrawal of an amount tax exclusive of:

Reason	Customer Return	Jumia Quality Control
Defective product	MAD 50	MAD 100
Incorrect product	MAD 150	MAD 100
Counterfeit product	MAD 3,000	MAD 3,000
Product already used	MAD 1,0000	MAD 1,0000

Jumia Morocco also reserves the right to apply a penalty of 250 MAD to sellers who don't show up at their Jumia express appointment. Sellers who are unable to honor their appointment, must inform Jumia Morocco at latest 24h before.

In case of presentation of one or more non-compliant articles, a penalty of 100 MAD will be applied for each purchase order.

In the event of a change in customer compensation costs, Jumia Morocco agrees to inform the Seller 15 days in advance by e-mail and to electronically change the e-contract that the latter must accept in Seller Center in order to continue selling on Jumia. In the absence of a return from the Seller, the shop will be deactivated on the 15th day.

ARTICLE 12: PROCESSING OF PERSONAL DATA

The Seller, when it is a natural person, consents to the processing and the preservation of his/her personal data under the conditions and limits fixed by the Law, in particular Act n°09-08 of 18 February 2009 on the protection of persons with regard to the processing of personal data.

To this end, the Seller shall have the following rights:

- the right of access to information concerning him/her in order to ensure its accuracy;
- the right of rectification which will enable him/her to request the correction of inaccurate or incomplete information;
- the right of opposition under which the Seller has the right to oppose the use of their data for the purposes of prospecting, in particular commercial prospecting.

The transmission of personal data to third parties, in particular for promotional purposes, must be subject to the express consent of the Seller. The data is hosted at a server outside Morocco located in the United States of America.

ARTICLE 13: PRIMER AND VALIDITY

Annex 1 on the General Terms and Conditions of Sale and Annex 2 on the commission rate per category are an integral part of this Agreement.

This agreement cancels and replaces the previous agreements entered into between Jumia Morocco and the Seller, and applies to all operating modes between the two companies: drop-shipping and consignment.

Article 14: ASSIGNABILITY

This agreement may be assigned, conceded, delegated, transferred or subcontracted in any manner fully or partially by the Seller, with Jumia Morocco's express approval.

Article 15: INDEPENDENCE

The Parties expressly exclude that this agreement, based on mutual trust, can give rise to any association or actual or legal partnership between them, each Party acting independently and having no relationship other than the strict rights and obligations under this agreement.

Article 16: SETTLEMENT OF DISPUTES

In the event of a dispute between the Seller and Jumia Morocco, the Seller undertakes, first, to contact Jumia Morocco with a view to seeking an alternative solution to legal proceedings. Jumia Morocco shall take into consideration all reasonable requests for the settlement of disputes.

Any complaint that the Seller wishes to make must be duly completed on its Seller Center account via the Seller Service Request button.

In default of an amicable settlement of a dispute concerning the validity, interpretation or performance of this agreement, the Parties shall submit their dispute to the Commercial Court of Casablanca.

Article 17: LIABILITY AND LIMITATIONS

The liability of Jumia Morocco is strictly limited to direct losses and damages within the criteria set forth in this Article 17. All other types of loss or damage are excluded (including, but not limited to income, interest or future business) whether such loss or damage is special or indirect, and even if the attention of Jumia Morocco has been drawn to the risk of such loss or damage before or after acceptance of the article.

In fact, the liability of Jumia Morocco may be incurred in the event of loss or damage caused to the parcel during carriage or non-delivery, unless the sender or consignee fails to do so, force majeure case, defect specific to the object and insufficient packaging which are exemption cases.

The liability of Jumia Morocco is incurred for the value of the goods at the date of receipt or the amount of its repair.

The causes of liability defined in this article are for limitation purposes only and cannot be interpreted.

Articles 17.1: Goods lost:

Any item considered lost by the Seller must be subject of a request for refund within six (6) months of delivery validly acknowledged by the delivery note signed and sealed by Jumia Morocco.

Any request made outside the aforementioned period of six (6) months shall be deemed foreclosed.

Articles 17.2: Evidence

Jumia Morocco shall allow the Seller to present an invoice containing the defective items damaged in accordance with the detailed list in the deterioration report. This invoice will include the VAT 20% and all legal notices as detailed in the General Tax Code.

The parties undertake to read and approve the General Terms and Conditions of Sale annexed to this collaboration agreement immediately after the execution of the present agreement.

Article 18: 30-DAY PROMISE

Jumia Morocco agrees to purchase from the Seller under invoice within 10 days, all items that it has not been able to deliver or return to the Advertiser in less than 30 days from the date of receipt of the order packaged by the Seller, except exceptional commercial events for which the Seller has been notified in advance by e-mail. Such promise shall be considered final only if it is expressly formulated within (30) days by Jumia Morocco.

Invoice for returns

- After receipt of the notification email, the Seller shall have 10 days to submit the invoice to recover its undelivered items and not returned within 30 days. If necessary, the purchase of these items by Jumia Morocco will be automatically canceled.
- The Seller shall also have one month to send the physical invoice to the head office. The Purchase Price paid by Jumia Morocco = Sale price - commissions - operating expenses.

Article 19: GUARANTEE COMMITMENT

Any Seller selling products requiring warranties as specified by the Consumer Code (for example: Computers, TVs, Appliances and all electrical or electronic products) must have a service and a warranty of 1 year minimum. In the absence of this warranty, the Seller must repair the item at its expense or replace it within a firm period of one month following receipt of the notification email sent by Jumia.

In the event that the item cannot be repaired for hidden defect, the Seller shall have a firm deadline of 1 month following the reception of the notification email sent by Jumia to proceed with the replacement before the automatic deduction of the amount.

Article 20: RETURNED ARTICLES

The Seller will have to accept returned orders (carrier return).

In the event that the Seller does not pick up its parcel made available in the warehouse and clearly bearing a defect, it will be billed after 20 days an amount of MAD 10 Tax Exclusive per package. This package will then be stored in consignment at the central repository where storage charges will be applied (see details in Article 11). For returned articles not picked up by the Seller, the Commissioned shall be entitled, after one (1) month of consignment and sending a registered mail with acknowledgment of receipt, to sell them at the price it fixes or

destroy them. If Jumia Morocco opts for the destruction of the goods, a minute must be drafted, signed by a witness and sent to the Seller by email without delay.

Article 21: LIMITATIONS TO SELLERS - Limits of Daily Orders / Limits of Orders Pending Processing (Status: Pending) (DOL / PSOL)

The Commissioned reserves the right to modify the threshold of the number of daily orders in DOL / PSOL according to the operational excellence of the Advertiser.

Article 22: AMENDMENT OF THE AGREEMENT

Jumia Morocco reserves the right to make changes to all aspects of this contract via the e-contract notified to Seller on Seller Center. Jumia Morocco agrees to notify the Seller 15 days in advance by e-mail and to electronically change the e-contract that the latter will have to accept in Seller Center in order to continue selling on Jumia. In the absence of a return by the Seller, the shop will be deactivated on the 15th day.

The new contract and/or an amendment to the original contract will come into force from the date of electronic signature in Seller Center. A paper version may also be provided by "Jumia Morocco" if necessary. Regarding commercial events, changes may be made to the present conditions. Jumia Morocco agrees to notify the Seller 15 days in advance by e-mail and to electronically change the e-contract that the latter must accept in Seller Center to continue selling on Jumia. In the absence of a return from the Seller, the shop will be deactivated.

Article 23: MODERATION GUIDE

Jumia Morocco shall be entitled to deactivate any article/seller account that does not comply with the conditions defined above, the general principles of e-commerce and the prices applied on the market.

Documents to be provided

- * Company: Company IBAN sealed + contract sealed on behalf of the company.
- * Natural person: Personal IBAN bearing the contract holder's name sealed + legalized contract

Articles 24: CASES OF FRAUD

Jumia reserves the right to block pending payments from all stores belonging to the same vendor and to award a penalty of up to 50% of the last statement to sellers who are exposed to these fraud cases:

- Opening a new account with an existing negative account.
- Direct delivery to a customer.
- Fake order from a competing vendor.
- Creation of a sku several times if reference already delisted.
- Insult or disrespect to Jumia staff.

Done in Casablanca on

For Jumia Morocco:

The Seller:

ECART SERVICES MOROCCO:

Represented by

Annex 1: General Terms and Conditions of Use (GCU)

Welcome to the www.jumia.ma website (hereinafter "The Website").

Jumia is a content hosted on the Internet and operated by Ecart Services Morocco, a public limited company constituted and existing under the Moroccan law, registered with the commercial register of Casablanca under number 257695 and whose head office is located in Casablanca.

These general terms and conditions of use (GCU) apply to the Site and describe the conditions under which Ecart Services Morocco offers access to the Site, services, applications including via mobile devices/tablets or any other future medium (Services).

Please read these terms and conditions with special care because by performing a transaction on the Site you agree to the General Terms and Conditions of Use.

Ecart Services Morocco reserves the right to change, modify, add or remove portions of these terms and conditions of use at any time. These changes will be effective from the moment they are posted on the Site. You will be informed by e-mail of the changes made to the general conditions of use. The fact of continuing to use the Site after the modification of the general conditions of use is considered as the acceptance thereof.

Introduction

The use of Jumia is subject to the full and unreserved acceptance of all the following terms and conditions posted on the Website.

Jumia reserves the right to delete a user, considering that he/she has not complied with the GCU.

Interpretation of terms:

The terms "you" and "user" refer to the end user using the website. The term "service providers" refers to third-party service providers. The terms around the personal pronoun "we" refer to Ecart Services Morocco, its franchisers, affiliates and partners. The term "Website" means Jumia.

These general terms and conditions of use apply to both the singular and the plural. Whenever the context may require it, every pronoun must include the corresponding masculine and feminine. The terms "includes" and "including" are deemed to be followed by the words "without limitation". Unless the context otherwise requires, the terms "herein", "hereof", "hereinafter" and similar terms refer to the terms and conditions as a whole.

Independence of terms: If a provision of the GCU is held invalid or unenforceable in whole or in part, this invalidity or inapplicability relates only to this provision or part of this provision. All other provisions of these general conditions of use shall remain valid.

Use of the Website:

During the registration process on the Website, you create a password and an account name.

You are responsible for maintaining the confidentiality of the account name and password and are fully responsible for all activities related to your account. To this end, you agree to:

- (1) Notify Jumia immediately of any fraudulent use of your account or any other breach of security.
- (2) Make sure you log out of your account at the end of each session of use.

You agree and undertake to use the Site only to display and upload data appropriate to the purpose of the Site. As an example, you agree and undertake not to:

1. Defame, abuse, harass, stalk, threaten or violate the individual rights of other users or third parties.

2. Publish, post, download, distribute or disseminate any inappropriate, vulgar, defamatory, obscene, indecent or unlawful subject, name, personal element or information.
3. Download files that contain software or other intellectual property rights, unless you own or control the rights or have received all necessary consents.
4. Download or distribute files that contain viruses, corrupted files or any other similar software or program that may damage the operation of the Site.
5. Conduct investigations or in the future, contests or other intrusive or promotional programs.
6. Download a file published by another user of a service that you know, or should reasonably know, cannot be legally distributed in this way.
7. Falsify or delete any copyright, legal or other appropriate notices or proprietary designations or labels concerning the origin or source of software or other material contained in a file that is uploaded.
8. Violate any code of conduct or other guidelines, which may be applicable to or for a particular service related or available on the Site.
9. Transgress the laws or regulations applicable in Morocco.
10. Violate any of the terms and conditions of these terms of use or any other terms and conditions of use of the Site.

You agree and undertake not to modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works, transfer or sell any information or software obtained from the Site. Unlimited or massive reproduction, copying of content for commercial or non-commercial purposes, or unjustified modification of data and information contained on the Website is not permitted.

Responsibility of the user:

Users are solely responsible for all items of the content uploaded to the Website. Jumia does not verify, endorse or vouch for the user's content or generally any content posted on the Website. Users may be held legally responsible for their content, especially when it is defamatory, illegal or protected by intellectual property rights.

If you encounter an abuse or witness a violation of these terms of use, please report it to Customer Service. We will implement all means at our disposal to put an end to any breach notified to Customer Service on 05 22 45 67 50.

Accuracy of user data:

By accepting these General Terms and Conditions of Use, you confirm that you are at least 18 years of age, emancipated minor, or that you are accessing the Site under parental control or a legal representative.

Although we make every effort to verify the accuracy and veracity of the information provided by users of the Website, this verification is limited to existing techniques on the Internet.

It is understood that we cannot ensure the accuracy or veracity of the alleged identities of the users or the validity of the information provided on the Website and do not confirm this information for which we cannot be held responsible.

If you wish to use the services of the Website as a business entity, you acknowledge that you have the authority and legal power to bind that entity. If you practice as a professional on the Site, you must comply with applicable e-commerce and consumer protection laws.

You certify that you are the owner of the content you submit to us and that the content does not infringe the intellectual property rights or other rights of any third party.

You also certify that, to your knowledge, no action, suit, proceeding, or investigation has been instituted or

threatened against you with respect to the content you submit, in particular when dealing with a trademark or a trade name.

You agree to provide accurate information about your personal details and any other information necessary to access the Website Services and to update this information regularly if necessary, this information being protected in accordance with applicable regulations.

Accuracy of the displayed data:

Jumia does not guarantee that the appearance of the end product ordered by the user is exactly in accordance with their expectations. In particular, changes to certain aspects of your order such as the size or color of the items may be necessary. Jumia warns you of possible changes that you can refuse. In this case, you will return the product if you have received it and you will be refunded.

Intellectual property:

Unless otherwise specified, Jumia has, without limitation, all intellectual property rights in the content of the Website, such as source code, databases, text, images, etc. You acknowledge and agree that you may not use, reproduce or distribute any content on the Website owned by Ecart Services Morocco without the permission of Africa Internet Group.

2. You are solely responsible for any content you provide or download from the Website.

Links with third parties:

The Website may contain links to other sites (hereinafter referred to as "Linked Sites"). Linked sites are not under the control of Jumia. Jumia is not responsible for the content of linked sites, especially changes or updates to the linked site. Jumia is not responsible for any form of solicitation of the linked site. Jumia provides these links for your convenience only, and the inclusion of any link does not imply endorsement by Jumia.

Termination

1. Jumia may suspend or terminate your account or any item if it believes you have not complied with any of these terms.
2. If you or Jumia terminates your account, Jumia may remove any content or material relating to your use of Jumia.

Prices and promotions:

Product prices are displayed on Jumia, in the currency unit of the country of operation. Jumia reserves the right to change prices, products and services without notifying the user.

1. Rebates will be applied to the total value of the goods, including VAT. The issue or redemption of a coupon applies to the total value of the order once all promotional discounts applied.
2. Only one coupon may be used per order, unless stated otherwise.
3. Jumia may offer contest at different and limited times. The conditions of these contests will be available for the user on the site.

Responsibility of Jumia:

Jumia has endeavored to ensure that all information on the Website is correct, but Jumia does not warrant the quality, accuracy or completeness of the data, information, products or services. In any case, Jumia will not be held responsible for:

1. Direct, indirect or consequential damages resulting from the use or inability to use the services;
2. The alteration of data transmissions (for example when the user sees on the site the statement 404, 501 etc.)

Applicable Law:

These terms and conditions are governed by the laws of the country of operation of Jumia.

Modification:

This privacy policy may change at any time to include/exclude person terms from the end user accessing the website.

The protection of your privacy is an important principle for us. We collect information for purposes necessary for the proper use of the Website.

By submitting data to Jumia, you consent to our use of your data as provided in this Privacy Policy.

You may visit and browse certain pages of Jumia without providing any personal information.

Retrieving user data:

We can collect information of various kinds. We need this information, especially to allow the ordering of a product, payment and delivery.

We collect, store and process your data to enable the proper use of the website. We may collect information on the registration form such as your name, gender, email address, mailing address, delivery address (if different), phone number, mobile phone number, payment details, credit card or banking contact information.

Using user data:

We store and process your information on servers protected by technological and human security devices. We ask third parties to verify and certify our privacy principles.

We may send your details to a third party to deliver the order. We may also use your data to detect any abuse or fraud, send you information about the website or our products.

We may use your personal information for opinion and market research. Your data is anonymous and will only be used for statistical purposes.

We will not share any of your personal information with third parties without your explicit consent. Similarly, we do not sell or rent your personal information to third parties for marketing purposes without your explicit consent.

If you prefer not to receive any of the additional information detailed in this paragraph (or any part of it), please click on the "unsubscribe" link in any Email that we will send you.

Accuracy of user data:

You agree to provide accurate information as to your personal details and any other information necessary to access the Website Services and to update this information regularly if necessary, this information being protected in accordance with applicable regulations.

You certify that you own the content you submit to us and that the content does not infringe any intellectual property rights or other rights. You also certify that, to your knowledge, no action, suit, proceeding, or investigation has been instituted or threatened against you with respect to the content you submit, in particular when dealing with a trademark or a trade name.

Security:

We have put in place appropriate technical security measures to prevent unauthorized or unlawful access to your information. When we collect data through the website, we collect your personal data on a secure server. We use firewalls on our servers. When we collect electronic payment card information, we use encryption using Secure Socket Layer (SSL) encryption technology. It is strongly recommended that you do not send all credit or debit card details in unencrypted electronic communications with us. But you are responsible for protecting against unauthorized access to your password and your computer.

Cookies

The acceptance of cookies is not necessary to visit the website. However, we would like to emphasize that to ensure the proper use of the website, cookies are necessary. Cookies are text files used to identify your computer when you visit certain pages on the website and are stored by your Internet browser on your computer's hard drive. Cookies can be used to recognize your Internet Protocol address, saving you time when you return to the website. Your browser may be set to not accept cookies, but this may restrict your use of Jumia. If you want to know more about cookies, go to <http://www.allaboutcookies.org>.

Our website uses the services of Google Analytics and WebtrekkGmbH (www.webtrekk.de) through which data is collected and stored for marketing and data optimization purposes.

Access to user data:

You can access your main data by logging into your account on the website. You can see the details of your orders, bank details and any Newsletter you may have subscribed to.

Legal Notice

Ecart Services Morocco

The information collected on the site www.jumia.ma is subject to processing intended in particular to order a product, payment and delivery. Recipients of the data are restricted to those who know your data because of their functions. In accordance with Act n°09-08 promulgated by Royal Decree 1-09-15 of February 18th, 2009, relative to the protection of natural persons with regard to the processing of personal data, you benefit from a right of access and rectification of information concerning you, which you can exercise by contacting our customer service service-clientele@jumia.ma (7 days/week and 24h/day).

Modification:

This privacy policy may change at any time, for example, by including or excluding clauses.

Annex 2: Fees and commissions per category

Shipping & processing commissions and fees:

Level 1 Category	Level 2 Category	Commission	Shipping and processing fees		
			<= 100 MAD	>100 <=200 MAD	>200 MAD
Car		10%	2	5	14
Baby Products	<i>Diapers</i>	8%	0	0	0
	<i>Other categories</i>	10%	2	5	14
Books, Films & Music		10%	2	5	14
Information Technology	Laptops	3%	2	5	14
	<i>Other categories</i>	10%	2	5	14
Electronics	<i>Televisions</i>	5%	2	5	14
	<i>Digital cameras</i>	5%	2	5	14
	<i>Household appliances</i>	5%	2	5	14
	<i>Other categories</i>	10%	2	5	14
Fashion		10%	2	5	14
Video Games & Consoles	<i>Consoles</i>	5%	2	5	14
	<i>Other categories</i>	10%	2	5	14
Garden & open space		10%	2	5	14
Grocery		8%	0	0	0
Health & Beauty		10%	2	5	14
House & office		10%	2	5	14
Miscellaneous		10%	2	5	14
Musical Instruments		10%	2	5	14
Pets		10%	2	5	14
Telephones & Tablets	<i>Accessories</i>	10%	2	5	14
	<i>Cell phones</i>	5%	2	5	14
	<i>Accessories for tablets</i>	10%	2	5	14
	<i>Tablets</i>	5%	2	5	14
	<i>Telephones & accessories</i>	10%	2	5	14
Services		10%	2	5	14
Sports Articles		10%	2	5	14
Toys & Games		10%	2	5	14
Industrial & Scientific		10%	2	5	14
Musical Instruments		10%	2	5	14

Storage Costs:

<i>Size of the product</i>	<i>Per Day</i>
<i>Small</i>	0.05
<i>Medium</i>	0.26
<i>Large</i>	1.33

Packing Costs:

<i>Size of the product</i>	
<i>Small</i>	4
<i>Medium</i>	4
<i>Large</i>	20

- Release of goods from the warehouse/Article: 2 MAD