



## Terms & Conditions

**Konga Prime** is a loyalty programme that qualifies customers for free delivery, exclusive offers, benefits and rewards.

The Konga Prime terms and conditions are the guidelines/policies on which Konga offers the Konga Prime service, clearly outlining the eligibility criteria, as well as the application fees, subscription process and the benefits to subscribers.

By subscribing to Konga Prime, or using the Konga services or its affiliates, you are agreeing to be bound by the following terms and conditions which may be modified and updated from time to time.

## Konga Prime Eligibility

Subscribers to the Konga Prime must:

- Be a person who can form legally binding contracts under Nigerian governing laws. Any person under the age of 18 who wishes to transact may use the services through a legal guardian.
- Be located in any of the participating cities listed on the Konga Prime landing page and website;
- Usage of your Konga Prime subscription shall be for individual and limited to personal use.
- Corporate and Business accounts shall not be eligible to use the services.
- Accounts with an average of Fifteen (15) orders per month shall not be eligible to use the services.
- Customer orders from Rivers state with an average of Ten (10) orders per month shall not be eligible to use the service.
- Konga in its discretion, reserves the right to deny access to any customer for use these services.

## Benefits of Konga Prime

The subscribers to Konga Prime shall enjoy the following benefits:

- **Free delivery on all products excluding heavy items.**
- **Exclusive access to promotions, rewards and partnerships.**

Heavy items are items weighing 0-10kg and above, including, but not limited to, furniture, large appliances, home theatres, sound systems, and air conditioning units. Subscribers shall be required to pay the applicable shipping charges for such items.

### **Konga Prime Subscription**

Konga Prime subscription is a personal subscription exclusive to the registered member. And is available on the Konga website and mobile applications. A confirmation email will be sent after purchase and subscription activated within 24hours. Konga Prime benefits are not transferable.

The Konga Prime subscription fee is non-refundable, and is dependent on the duration of your chosen plan and your location. Information is available on Konga's website or the Konga app. The available subscription plans are as follows:

- **One (1) calendar month**
- **Three (3) calendar months**

The subscription period starts on the date of confirmation and expires on the eve of the anniversary. That is to say, if you receive a confirmation email on 3<sup>rd</sup> of April for a one month subscription plan, your membership will expire at the end of the day on 2<sup>nd</sup> of May.

Konga Prime subscription renewal is not automatic. To enjoy continued Konga Prime benefits after the end of a plan, a new Konga Prime subscription must be purchased. Konga Prime subscription shall not be reimbursed in respect of subscriptions fees paid.

Payment for Konga Prime can be made using a credit or debit card, bank transfer, USSD or via Konga Pay or other payment methods indicated on the Konga website.

We may at our own discretion, suspend or cease sale of new Konga Prime Subscriptions at any time.

We may cancel your Konga Prime membership at our discretion and without notice. If we do so, we will give you a prorated refund based on the number of full months remaining in your membership.

However, in the event that the reason for cancellation is for any act or omission relating to fraud or violation of the Konga Prime Terms and Conditions, there shall be no refund.

For more enquiries into the Konga Prime Subscriptions, Terms and Conditions, please contact us via email at [help@konga.com](mailto:help@konga.com) or call **01 460 5555; 0809 460 5555**.