

Sanctions	Offence	Description & Penalty
Warning	First confirmed incident of delivering a defective product within a month	Any product delivered to a customer must meet quality standards. The first occurrence of delivering a defective product within a month triggers a warning
	First case of order cancellation within a month	Cancelling an order impacts customer experience on the platform. The first case in a month result in a warning
	First Case of Incomplete or Wrong Item	Customers expect the correct and complete items. The first occurrence of delivering incomplete or wrong items leads to a warning and inclusion in the QA list. Merchant is to ship out the correct item at the merchant's cost.
Product Disabled	2 or more confirmed cases of the same product defect in a month	Repeated defects in the same product indicate a serious quality issue. Two confirmed cases of the same product defect in a month trigger the action to disable the product.
	30% of products delivered in a month are confirmed defective from the same store	A high percentage of defective products in a month harms customer trust. When 30% of products delivered in a month are confirmed defective from the same store, the products are disabled. The merchant may also be reported to the appropriate regulatory agency for violation of standards and quality.
	copyright infringement/unauthorized sale	Violating copyright or selling unauthorized products leads to the immediate disabling of the product and a report sent to the appropriate regulatory authority.
	Order is Auto-Cancelled	Auto-cancellation may occur for various reasons. Merchants are to closely monitor their store alerts while ensuring that product prices and quantities are always updated. When a merchant can't fulfill an order, the quantity is set to zero.
Monetary Fine	Replacement orders	Shipment of a replacement order for incomplete/wrong items and defective products will result in the merchant bearing the shipping fee and cost of retrieval.
	Failure to pick up returned orders within 7 days	Timely retrieval of returned orders is crucial to prevent additional costs and maintain efficient order management. Failure to pick up returned orders from the designated location after 7 days will result in a daily demurrage charge of N1,000

	QA Charge.	Upon confirmed shipment of an incomplete/wrong item, the merchant will be placed on QA for a 3-month duration. Placing the merchant on Quality Assurance (QA) ensures a thorough evaluation of their processes after shipping an incomplete or wrong item. A QA charge of N1,000 applies to every order shipped from Kexpress locations.
	Orders that are cancelled on merchant store	Order cancellations on the merchant's store impact customer expectations and hamper trust in the platform. Orders that are cancelled on merchant stores for any reason such as Out of stock, price change etc will attract Quadruple the Commission charge with a minimum cap of N2,500 and Maximum charge of N50,000.
	Second confirmed Case of wrong/incomplete/defective item within a month.	A second confirmed case of wrong/incomplete/defective items indicates recurring issues, resulting in a fine of N10,000 and a longer Quality Assurance (QA) period of 6 months.
	First case of selling a fake/counterfeit/expired product	Selling products that are fake, counterfeit, or expired poses significant risks to customer health and safety. The first case will result in a monetary fine of N50,000
Store Suspension	False order status update	False order status update. Providing inaccurate order status information misleads customers and disrupts the transparency of the order fulfillment process. The merchant store will be suspended for one month.
	Second case of order cancellation in a month	A second case of order cancellation in a month signals a need for merchants to optimize inventory management and pricing. The merchant's store is suspended until product quantities and prices are updated before reinstatement. Repeated cases within a quarter will lead to store closure.
	Delay in responding to arbitration and issue resolution	Timely resolution of disputes is crucial for maintaining customer trust and satisfaction. Delay in responding to arbitration and issue resolution beyond agreed SLA will result in store suspension until the case is closed.
	Refusal to accept bulk prepaid orders at the price verified by merchant	Merchants must honor bulk prepaid orders at the agreed-upon price to ensure fair and transparent transactions. Merchants who cancel orders after price verification was confirmed via a phone call will be suspended for one month.
	Inaccurate Product Listing	Repeatedly listing products inaccurately may confuse customers, impacting the overall shopping experience. Merchants with more than two cases of inaccurate listing within a month will have stores suspended until they attend mandatory product listing training

	Selling refurbished/used items described as brand new	Misleading customers by selling refurbished/used items as brand-new harm's trust and will result in the store being suspended for 2 weeks.
	Failure to customize delivery fee for merchants with self-fulfil access	Failure to customize delivery fee for merchants with self-fulfil access that results in poor customer experience and cancellation will result in the store being suspended until the prices are reviewed.
	First case of selling a fake/counterfeit/expired product.	Selling products that are fake, counterfeit, or expired poses significant risks to customer health and safety. The first case of selling a fake/counterfeit/expired product will result in a 1-month suspension placing the merchant on a watchlist for future infractions.
Store Closure	Second case of selling a fake/counterfeit/expired product	A second case of selling a fake/counterfeit/expired product on the platform emphasizes the severity of the offence, triggering store closure and possible legal consequences
	Second case of selling refurbished/used items described as brand new	A second case of selling refurbished/used items described as brand new on the platform will trigger store closure.
	Diverting orders off the platform to avoid commission charges.	Diverting orders off the platform to evade commission charges is a violation of platform policies designed to maintain fair business practices. This will trigger the closure of the merchant's store.
Item Forfeiture	Non retrieval of returned items	Extended non-retrieval of returned items after 1 month in the demurrage location incurs daily demurrage fees of N500 and results in the forfeiture of items.

DISCLAIMER: Konga or her proprietary delivery partners shall not be responsible or liable for any escalation not done within 30days from the day a shipment is updated to "Returned". Konga will not be liable for damaged claims made for returned items signed and collected by the merchant.

LEGAL ACTION: Legal action will be instituted against merchant found to have sold a fake/counterfeit/expired product to a customer.