

LOGO

Grandcity Mart

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RETURNS & REFUND POLICY

At GrandCity Mart, customer satisfaction is important to us. Since products are sold by independent vendors, returns and refunds are managed in accordance with this policy.

1. Eligible Returns

Customers may request a return if:

- The item received is defective.
- The wrong item was delivered.
- The product was significantly different from its description.
- The item arrived damaged.

Return requests must be submitted within 7 days of delivery.

2. Non-Returnable Items

The following items cannot be returned unless defective:

- Perishable goods
- Personalized or custom-made items
- Digital products
- Opened health or hygiene products
- Underwear and intimate apparel (unless defective)
- Gift cards

3. Return Conditions

Returned items must:

- Be unused where applicable.
- Include original packaging.
- Include all accessories and documentation.

4. Refund Process

- Approved refunds will be processed to the original payment method within 5–10 business days.
- Shipping fees are generally non-refundable unless the error was caused by the vendor.

5. Vendor Responsibility

Vendors are responsible for:

- Reviewing return requests promptly.
- Approving eligible returns.
- Processing refunds according to this policy.

GrandCity Mart reserves the right to intervene where necessary to ensure fair resolution.

6. Order Cancellation

Customers may cancel orders before shipment. Orders that have already been shipped cannot be cancelled but may qualify for return under this policy.

7. Fraud Prevention

GrandCity Mart reserves the right to deny refunds where there is evidence of abuse, fraudulent claims, or violation of our marketplace policies.

Contact

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