

LOGO

Grandcity Mart

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SHIPPING POLICY

GrandCity Mart is a marketplace where products are sold by independent vendors. Shipping may vary depending on the vendor and product location.

1. Order Processing

Most orders are processed within 1–3 business days after payment confirmation. Certain products may require longer processing times, which will be indicated on the product page.

2. Delivery Time

Estimated delivery times are:

- Within Nigeria: 2–7 business days
- Remote locations: 5–10 business days
- International shipping (where available): Delivery times vary depending on destination.

Delivery estimates are not guaranteed and may be affected by weather, courier delays, public holidays, or other unforeseen circumstances.

3. Shipping Fees

Shipping costs are calculated during checkout based on:

- Delivery location
- Package size and weight
- Vendor shipping rates

4. Order Tracking

Where available, customers will receive tracking information once their order has been shipped.

5. Failed Deliveries

If delivery cannot be completed because of incorrect customer information or repeated failed delivery attempts, additional shipping charges may apply.

6. Lost or Damaged Packages

Customers should report lost or damaged packages within 48 hours of the expected delivery date. GrandCity Mart will work with the vendor and shipping provider to investigate and resolve the issue.

7. Vendor Shipping Responsibilities

Vendors are responsible for:

- Packaging products securely.
- Dispatching orders promptly.
- Providing accurate shipping updates.
- Meeting stated delivery timelines whenever possible.

Contact

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