



VENDOR POLICY

By **Limitlex Technologies**

www.limitlextechnologies.com

  **LIMITLEXGROUP**



CARTLEX VENDOR POLICY

14th July 2025

Welcome to the **Cartlex Vendor Policy** by **Limitlex Technologies** — your practical guide to operating **responsibly** and **profitably** on our platform. This policy is crafted to help you understand your obligations, rights, and daily best practices while selling on **Cartlex**.

Introduction & Scope

The **Cartlex Sales App** and **Merchant Portal** connect thousands of local vendors with customers who expect quality, safety, and transparency. By using this platform, you agree to uphold the highest standards in line with Nigerian laws and fair business practice. This policy explains how to keep your store compliant and your customers satisfied, while protecting your business from disputes, penalties, or unexpected suspensions.

Vendor Eligibility & Onboarding

All vendors **must** be 18 years or older and legally able to enter into business agreements. Register with accurate personal or company details, a valid **government-issued ID**, and **up-to-date contact information**. If you're operating as a registered business, you'll need to submit a CAC certificate or equivalent proof.

Food vendors **must** demonstrate that they follow local food safety and hygiene guidelines, such as showing food handling permits or **clean workspace images** if requested. Pharmacy vendors **must** hold an **active license** with the **Pharmacy Council of Nigeria** and ensure all drugs and supplements comply with local approval, including proper labeling and storage.

Onboarding includes **verifying your bank details for payouts**, completing a short orientation on how the app works, and ensuring that any staff accessing your account understand order management, packaging standards, and customer communication rules. Periodic re-verification may happen to maintain trust and platform security.

Permitted & Prohibited Products

Cartlex is a broad marketplace for fresh meals, groceries, pharmacy products, and general household goods. You must only list items that are legal, authentic, and safe for public sale.

Approved categories include cooked meals, packaged snacks, farm produce, household essentials, health supplements, and licensed over-the-counter pharmacy items. Always double-check that items are within their shelf life — expired goods must never be listed.

Strictly prohibited items include:

- Fake, counterfeit, or trademark-infringing products.
- Illicit drugs or prescription-only medicine without proper licensing and prescription validation.
- Hazardous chemicals, firearms, or anything banned under Nigerian law.
- Expired or spoiled items, including perished food and defective goods.
- Content that promotes hate, violence, or is culturally offensive.

If you're unsure whether a product is permitted, contact **Cartlex Support** before adding it to your store. Failure to comply can lead to product removal, penalties, or account suspension.

Product Listings & Inventory

Accurate, detailed listings build **customer trust** and **reduce returns**. Use clear product names, honest descriptions, and fresh photos that match what you're selling. Include specifics like size, weight, ingredients, usage instructions, and storage needs if relevant.

Images must be original or officially licensed and free of watermarks unrelated to your store. For packaged food or pharmacy goods, include expiry dates and approvals where applicable.

Keep your inventory up to date. If an item sells out, **mark it unavailable immediately** to avoid **cancelled orders** or **negative reviews**. Large stores should review stock daily especially for seasonal goods or perishable items. Inaccurate listings can lead to **order disputes, poor ratings, and unnecessary refunds**.

Order Management & Fulfillment

Once an order comes in, check your dashboard promptly. Fast acceptance is crucial especially for **food vendors** who may need to accept and prepare orders within minutes. Prepare every order with **care and hygiene** in mind.

Meals must be handled with food-safe gloves and kept at appropriate temperatures. Pack hot and cold items separately if needed. For general goods or groceries, wrap fragile items well and pack them securely to prevent damage in transit. Label each package with the order number, customer name, and any delivery notes.

Always update the order status in the app once it's picked up or out for delivery. If you run into unexpected delays — bad weather, traffic, high demand — message **Cartlex Support** through the in-app chat. Timely communication can make the difference between a **loyal repeat buyer** and a **cancelled sale**.

Customer Service & Communication

Every vendor represents the **Cartlex brand**. **Good customer service** keeps your **store rating** high and **builds trust**. Use the in-app chat for all order-related communication. Do not share personal/social media handles for side deals — all transactions should stay on-platform for safety.

Respond to customer questions **politely and quickly**. If they ask for an update on an order, share realistic timeframes and let them know if anything changes. **Never argue or use rude language — even if the customer is upset.**

If a customer has an issue with a product (wrong item, damaged goods, missing package), stay calm and resolve it promptly. Offer a fair solution like replacement, refund, or re-delivery where appropriate, and escalate serious cases to **Cartlex Support**. **Never promise what you can't deliver** — honesty and speed keep disputes low.

Pricing, Payments & Payouts

You're responsible for setting fair, competitive prices. Your listed price must include all applicable costs (except delivery fees, which **Cartlex** calculates separately). **Avoid sudden, unreasonable price hikes** — especially for essentials — as **this damages customer trust** and can **attract regulatory scrutiny**.

Cartlex collects all payments securely and processes payouts on the next working day (which means no payouts on Saturdays and Sundays). Always check that your bank details are correct. Monitor your earnings through the vendor dashboard, which shows order values, commissions, and any adjustments.

Be ready to honour refund requests for items that are expired, defective, or significantly different from your description. **Keep accurate sales records for your tax obligations** — **Cartlex does not deduct taxes on your behalf.**

Commission & Fees

Cartlex uses a clear, module-based commission structure that's easy to track. **No hidden charges exist** — only the agreed commission per order and optional fees if you choose extra services like sponsored listings or promotional boosts.

- **Cartlex Food: 10 % of the order value**
- **Mart, Pharmacy, Fresh: 5 % of the order value**

Your payout statement shows all deductions so you can reconcile your records. Always review your earnings and reach out to vendor support immediately if you spot inconsistencies.

Performance & Ratings

Vendors are expected to maintain high performance metrics. Keep order acceptance rates above 90% and **cancellations as close to zero as possible**. Deliver on time — **delays hurt your visibility** and could result in **warnings or lower ranking in search results**. Monitor your shop's ratings and feedback regularly. Consistent positive reviews can earn you placement in promotions, seasonal highlights, and **Cartlex** loyalty programs.

Low ratings due to repeated stock-outs, poor packaging, or rude communication can lead to a temporary freeze or account suspension until standards improve.

Take advantage of any training or webinars offered by **Cartlex** to sharpen your skills and adapt to market trends.

Violations & Dispute Resolution

Breaches like selling banned goods, repeatedly ignoring orders, or misusing customer data will result in actions ranging from a warning to permanent removal from the platform, depending on the severity.

If you disagree with a decision, you have the right to appeal using the in-app support ticket system. Always submit any evidence that helps explain your side — clear records and polite communication help resolve disputes faster.

Data Protection & Confidentiality

Customer data is private and must only be used for fulfilling orders. Never share, sell, or store it outside what's necessary for your daily operations. Keep your devices secure, use strong passwords, and limit staff access to those who truly need it.

If your phone, tablet, or laptop with **Cartlex access** is lost or stolen, notify us immediately so we can protect your account and customer data. This keeps you and your customers safe and maintains compliance with Nigerian data privacy law.

Policy Updates & Governing Law

Limitlex Technologies may update this policy to reflect new regulations, business needs, or platform improvements. We'll inform vendors through your Merchant Portal dashboard or by email. Continued use of **Cartlex** means you accept the latest version, so check for updates regularly.

All vendor operations are governed by the laws of the Federal Republic of Nigeria. By partnering with **Cartlex**, you agree to comply with applicable local and national laws.

Additional Guidelines

Keep your business profile accurate — store name, logo, store cover, working hours, and contact details must always be current. Report any suspicious activity, fraudulent orders, or policy misuse through the Merchant Portal or official support contacts.

Use **Cartlex** branding responsibly: only in ways that promote your store on the platform, not for unrelated ads. You're encouraged to share your store link in your own channels — but all sales must go through the app for safety, payment protection, and fair commission calculation.

Contact & Support

If you ever have questions, reach out to the Vendor Support Team by email at help@gocartlex.com or info@limitlextechnologies.com, or call **+234 705 200 4933**. The Merchant Portal includes a detailed Help Center with FAQs, how-to guides, and live chat for urgent matters.

We're here to help you grow — your success is ours too.

By selling on **Cartlex**, you confirm that you have read, understood, and agreed to follow this Vendor Policy. Operate with integrity, keep your customers happy, and build a sustainable business with **Limitlex Technologies**.



Sales App built for every Vendor

- ✓ Take orders without calls or WhatsApp
- ✓ No delivery stress — Cartlex handles logistics
- ✓ Get paid automatically and withdraw with ease
- ✓ Run your shop from anywhere, anytime
- ✓ Secure platform built for sellers like you



Run your store right from your phone, manage your products, track orders and more.

www.gocartlex.com

help@gocartlex.com

07052004934

OFFICIALCARTLEX