

LocalSoko

Shipping & Fulfillment Policy

Effective Date: April 24, 2026

This Shipping & Fulfillment Policy outlines the delivery processes, responsibilities, and timelines for orders placed on the LocalSoko Marketplace. LocalSoko provides the software infrastructure connecting buyers with local merchants. **LocalSoko is not a fulfillment center, does not hold inventory, and does not directly ship products.** All fulfillment is handled directly by the verified merchants on our platform.

1. Order Processing Time

Once a customer successfully places an order and payment is verified through our gateway, the order is immediately routed to the respective merchant's LocalSoko dashboard.

- Merchants are required to process, pack, and dispatch the order within **1 to 2 business days** of receiving the order notification.
- Orders placed on weekends or public holidays will be processed on the next available business day.

2. Delivery Methods

Merchants on LocalSoko typically offer two primary methods of order fulfillment:

- **In-Store Pickup:** Customers may choose to collect their orders directly from the merchant's verified physical location. Customers must present their order confirmation receipt and a valid ID upon pickup.
- **Local Delivery:** Merchants utilize their own delivery riders or partner with local third-party logistics (3PL) providers to deliver items directly to the customer's provided address.

3. Shipping Rates and Zones

Because items are shipped directly from independent local merchants, shipping rates and delivery zones are determined by each individual merchant based on the customer's location relative to the store.

- Shipping fees (if applicable) are calculated and clearly displayed at checkout before the payment is processed.
- Currently, merchants primarily service local neighborhood zones and the greater metropolitan area of their physical store location.

4. Tracking and Proof of Delivery

To ensure trust and facilitate dispute resolution, merchants must provide proof of fulfillment:

- For **In-Store Pickup**, the merchant will mark the order as "Completed" in their POS dashboard once the customer has received the item.
- For **Local Delivery**, merchants are encouraged to provide tracking details or direct contact information for the delivery rider. Merchants must obtain confirmation of delivery (e.g., a signature, photo, or rider confirmation log) to protect against "Item Not Received" disputes.

5. Delays and Unforeseen Circumstances

While merchants strive to meet expected delivery times, unforeseen circumstances (such as extreme weather, traffic, or logistics partner delays) may occur. If a significant delay is expected, the merchant is responsible for communicating directly with the customer using the contact details provided at checkout.

6. Non-Delivery & Failed Delivery Attempts

- If a delivery attempt fails because the customer is unavailable at the provided address or provided an incorrect address, the merchant will attempt to contact the customer to reschedule. Additional delivery fees may apply.
- If an order is not delivered within the expected timeframe, the customer should first contact the merchant. If the issue remains unresolved, the customer has a 48-hour window to raise a dispute through LocalSoko (see our Returns & Refund Policy for more details).

Contact Information

For inquiries regarding platform shipping guidelines, please contact:

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