

Platform Policy

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This Platform Policy explains how Foodstuff Store operates its marketplace, business procurement services, vendor partnerships, FS Credit, subscriptions, delivery, fulfilment, refunds, replacements, and quality-control processes.

This policy applies to all users of Foodstuff Store, including household customers, business customers, vendors, farmers, producers, distributors, subscription customers, and any other person or entity using our website, app, marketplace, business portal, or related services.

This Platform Policy should be read together with our Terms & Conditions and Privacy

1. About Foodstuff Store

Foodstuff Store is a food-tech company that helps businesses and households access food and beverages from farmers, producers, vendors, wholesale distributors, and other supply partners.

Foodstuff Store operates through different service models, including:

- Foodstuff Store Market — a marketplace for households, consumers, and bulk buyers.
- Foodstuff Store Business — a procurement solution for restaurants, hotels, supermarkets, caterers, retailers, resellers, and other businesses.
- Vendor Partnership — a platform for farmers, producers, distributors, and vendors to sell through Foodstuff Store.
- FS Credit — a credit service for eligible business customers.
- Monthly Subscription — a planned food supply service that allows customers to pay in smaller amounts and receive food supplies at a later date.
- Delivery & Fulfilment Support — delivery coordination, fulfilment support, and last-mile delivery assistance where applicable.

2. Account & Verification Policy

2.1 Customer Accounts

Customers may be required to create an account to use certain Foodstuff Store services. Customers are responsible for providing accurate information and keeping their login details secure.

Foodstuff Store may request information such as:

- full name;
- phone number;

- email address;
- delivery address;
- payment details;
- order preferences;
- any other information required to process orders or provide services.

2.2 Business Accounts

Businesses using Foodstuff Store Business may be required to register a business account.

Foodstuff Store may request:

- business name;
- business type;
- contact person;
- phone number and email address;
- delivery address;
- business location;
- CAC or business registration documents, where applicable;
- tax identification, where applicable;
- bank details;
- procurement preferences;
- credit-related information, where applicable.

2.3 Vendor Verification

Vendors, farmers, producers, distributors, and supply partners may be required to complete vendor verification before selling through Foodstuff Store.

Verification may include:

- identity verification;
- business verification;
- product category review;
- product source verification;
- quality-control checks;
- supply capacity review;
- bank account confirmation;
- location verification;
- any other due diligence Foodstuff Store considers necessary.

3. Marketplace Policy

Foodstuff Store Market allows customers to buy food and beverage products from vendors, farmers, producers, distributors, and other approved supply partners.

3.1 Product Listings

Products listed on the marketplace may be supplied by different vendors. Each product may include details such as:

- product name;
- price;
- unit;
- quantity;
- vendor or supplier;
- product category;
- delivery timeline;
- availability;
- product grade or quality details, where applicable.

3.2 Product Availability

Product availability may change due to market conditions, vendor stock levels, seasonality, supply delays, or pricing changes.

If a product becomes unavailable after an order is placed, Foodstuff Store or the vendor may:

- offer a substitute product;
- adjust the order;
- cancel the affected item;
- issue a refund, replacement, or credit, where applicable.

3.3 Marketplace Fulfilment

Marketplace orders may be fulfilled by the vendor supplying the product or through Foodstuff Store-supported fulfilment, depending on the product, vendor, location, and delivery arrangement.

Foodstuff Store will make reasonable efforts to improve delivery visibility, coordination, and reliability, but marketplace delivery may depend on the vendor's fulfilment process.

4. Business Procurement Policy

Foodstuff Store Business provides procurement support for restaurants, hotels, supermarkets, caterers, retailers, resellers, and other business customers.

4.1 Procurement Services

Foodstuff Store may help business customers:

- source food and beverage products;
- compare vendors and prices;
- request custom procurement;
- place bulk orders;
- access verified vendors;
- coordinate delivery;

- manage invoices and statements;
- access FS Credit, where approved.

4.2 Custom Procurement Requests

Business customers may submit custom procurement requests through the platform, business portal, WhatsApp, email, or any other approved channel.

A custom procurement request may include:

- product list;
- quantity required;
- delivery address;
- preferred delivery date;
- quality requirements;
- budget, where applicable;
- payment preference;
- additional instructions.

4.3 Centralized Procurement

For business procurement orders, Foodstuff Store may source products from multiple vendors and coordinate the order centrally.

Where applicable, Foodstuff Store may provide:

- one order summary;
- one invoice;
- coordinated delivery;
- quality checks;
- procurement support;
- delivery tracking;
- account support.

4.4 Business Customer Responsibilities

Business customers are responsible for:

- providing accurate order details;
- confirming prices and quantities before payment or credit approval;
- ensuring someone is available to receive deliveries;
- paying invoices on or before the due date;
- reporting delivery or quality issues within the required timeline;
- using FS Credit responsibly, where approved.

5. Vendor Policy

5.1 Vendor Responsibilities

Vendors must provide accurate product information, fair pricing, reliable stock updates, and products that meet Foodstuff Store's quality expectations.

Vendors are responsible for:

- supplying products as listed or agreed;
- maintaining product quality;
- updating availability;
- honouring confirmed prices where applicable;
- packaging products properly;
- cooperating with quality checks;
- fulfilling orders on time;
- providing accurate bank and business information;
- avoiding fraudulent, misleading, or harmful conduct.

5.2 Vendor Payments

Vendor payments may be processed based on the agreed payment structure between Foodstuff Store and the vendor.

Foodstuff Store may deduct agreed fees, commissions, charges, refunds, penalties, or adjustments before remitting payments to vendors.

5.3 Vendor Suspension or Removal

Foodstuff Store may suspend, restrict, or remove a vendor for reasons including:

- poor product quality;
- repeated customer complaints;
- late fulfilment;
- false product information;
- fraudulent activity;
- pricing manipulation;
- breach of agreement;
- failure to cooperate with verification;
- conduct that damages customer trust or Foodstuff Store's reputation.

6. FS Credit Policy

FS Credit is a credit service available to eligible business customers.

6.1 Credit Eligibility

FS Credit is not automatically available to all users. Foodstuff Store may review and approve business customers based on criteria such as:

- business profile;
- purchase history;
- repayment behaviour;
- order volume;
- business verification;
- financial information;
- references or guarantors, where required;
- internal risk assessment.

6.2 Credit Limit

Approved business customers may receive a credit limit. The available credit balance may change based on purchases, repayments, overdue invoices, risk review, or account status.

6.3 Use of FS Credit

FS Credit may be used to buy eligible products or services through Foodstuff Store.

Where FS Credit is centralized, a business customer may use one approved credit line across eligible products from multiple vendors.

6.4 Repayment

Customers using FS Credit must repay all outstanding amounts on or before the agreed due date.

Foodstuff Store may issue reminders before and after the due date.

6.5 Late or Defaulted Payments

If a customer fails to repay on time, Foodstuff Store may:

- suspend credit access;
- block new credit purchases;
- restrict account access;
- demand immediate payment of outstanding amounts;
- apply agreed charges, where applicable;
- involve guarantors, where applicable;
- take recovery steps permitted under the applicable agreement.

6.6 Credit Review

Foodstuff Store may review credit accounts periodically and may increase, reduce, suspend, or cancel credit access based on repayment behaviour, risk level, or business changes.

7. Subscription Policy

Foodstuff Store may offer monthly subscription products that allow customers to pay periodically and receive food supplies at an agreed future date or within an agreed schedule.

7.1 Subscription Payments

Customers must make subscription payments according to the agreed plan.

Missed payments may affect the customer's subscription status, supply eligibility, delivery timeline, or final supply value.

7.2 Subscription Supply

The quantity, value, and type of food supplies delivered under a subscription may depend on:

- the subscription plan selected;
- payments made;
- product availability;
- agreed supply schedule;
- market conditions;
- applicable terms at the time of subscription.

7.3 Subscription Cancellation

Cancellation terms may depend on the subscription plan selected. Foodstuff Store may deduct applicable charges or adjust the final supply value where a customer cancels before completing the plan.

7.4 Subscription Changes

Foodstuff Store may allow customers to upgrade, downgrade, pause, or modify their subscription, subject to approval and applicable conditions.

8. Delivery & Fulfilment Policy

Foodstuff Store supports delivery and fulfilment across its business procurement and marketplace services.

8.1 Business Procurement Delivery

For business procurement orders, Foodstuff Store may coordinate delivery centrally, especially where products are sourced from multiple vendors.

This may include:

- vendor coordination;
- product pickup;
- consolidation;
- quality checks;
- route planning;
- driver assignment;
- proof of delivery;
- delivery support.

8.2 Marketplace Delivery

Marketplace orders may be fulfilled by the vendor supplying the product or by Foodstuff Store-supported delivery, depending on the vendor, product, location, and fulfilment arrangement.

8.3 Delivery Timelines

Delivery timelines are estimates and may be affected by:

- product availability;
- vendor delays;
- traffic;
- weather;
- road conditions;
- security issues;
- customer availability;
- payment confirmation;
- operational disruptions.

8.4 Failed Delivery

A delivery may fail if:

- the customer provides an incorrect address;
- the customer is unavailable;
- the customer refuses delivery without valid reason;
- access to the location is restricted;
- payment or confirmation is incomplete;
- delivery is affected by circumstances outside Foodstuff Store's control.

8.5 Proof of Delivery

Foodstuff Store may request proof of delivery, including:

- customer signature;
- delivery note;
- photo confirmation;
- recipient name;
- driver confirmation;
- timestamped delivery record.

9. Refund, Replacement & Cancellation Policy

9.1 Refunds

Refunds may be considered where:

- an item is unavailable after payment;
- a customer is wrongly charged;
- a confirmed order is cancelled by Foodstuff Store;
- a product issue is verified;
- a refund is required under the applicable order terms.

9.2 Replacements

Foodstuff Store may offer a replacement where:

- the wrong product was delivered;
- the product was damaged before delivery;
- the product does not meet the agreed quality standard;
- the product issue is reported within the required timeline and verified.

9.3 Cancellations

Customers may request order cancellation before processing, sourcing, dispatch, or vendor fulfilment begins.

Once an order has been sourced, packed, dispatched, or delivered, cancellation may not be possible or may attract applicable charges.

9.4 Reporting Issues

Customers must report product, delivery, or invoice issues as soon as possible after delivery.

Reports should include:

- order number;
- product affected;
- description of the issue;
- photos or videos, where applicable;
- delivery note or invoice, where applicable.

10. Food Safety & Quality Policy

Foodstuff Store aims to improve customer confidence by working with verified vendors and checking products where applicable.

10.1 Quality Checks

Quality checks may include:

- visual inspection;
- product freshness review;
- quantity confirmation;
- packaging review;
- vendor reliability review;
- customer complaint history;
- category-specific checks.

10.2 Product Quality Standards

Vendors are expected to supply products that are safe, suitable, and consistent with the agreed description or grade.

10.3 Quality Complaints

If a customer raises a quality complaint, Foodstuff Store may investigate by reviewing:

- product photos;
- delivery records;
- vendor information;
- order details;
- timing of the complaint;
- product condition at delivery;
- any other relevant evidence.

10.4 Perishable Products

For perishable products, quality complaints must be reported quickly because the condition of food items may change after delivery due to handling, storage, weather, or time.

11. Pricing Policy

Prices on Foodstuff Store may vary based on:

- vendor pricing;
- market changes;
- product availability;
- seasonality;
- transportation costs;
- quality grade;
- order volume;
- credit terms;
- delivery location;
- taxes, fees, or service charges.

12. Payment Policy

Customers may pay through approved payment methods, which may include bank transfer, online payment, payment gateway, wallet, invoice payment, credit, or any other channel approved by Foodstuff Store.

Customers are responsible for ensuring payment is made to the correct Foodstuff Store account or approved payment channel.

Foodstuff Store will not be responsible for payments made to unauthorized accounts, agents, vendors, or third parties.

13. Complaints & Support Policy

Customers, vendors, and business users may contact Foodstuff Store for support relating to:

- orders;
- delivery;
- product quality;
- invoices;
- payments;
- credit;
- subscriptions;
- vendor issues;
- account access;
- general enquiries.

14. Account Suspension & Platform Misuse

Foodstuff Store may suspend, restrict, or terminate access to the platform if a user:

- provides false information;
- fails verification;
- defaults on payment;
- misuses FS Credit;
- abuses support staff, vendors, drivers, or other users;
- engages in fraud or suspicious activity;
- violates this Platform Policy;
- violates the Terms & Conditions;
- damages the trust, safety, or integrity of the platform.

15. Data & Privacy

Foodstuff Store collects and processes user, business, vendor, order, payment, delivery, and platform information to provide its services.

All personal data is handled in accordance with Foodstuff Store's Privacy Policy.

Users should read the Privacy Policy to understand how Foodstuff Store collects, uses, stores, protects, and shares personal data.

16. Changes to This Platform Policy

Foodstuff Store may update this Platform Policy from time to time to reflect changes in its services, operations, legal requirements, technology, or business model.

When changes are made, the "Last Updated" date will be revised.

Continued use of Foodstuff Store after any update means the user accepts the updated Platform Policy.



+234 (0) 9067397492
+234 (0) 9068280610
www.foodstuffstore.com
6c Afe I O Street, Kado Estate,
Abuja, Nigeria

17. Contact Us

For questions, complaints, or requests relating to this Platform Policy, contact:

Company	Foodstuff Store
Email	support@foodstuff.store
Phone	+234 906 828 0610
Website	www.foodstuff.store