Your ShopWithNaija user manual

Complete user guide, Terms and Conditions, and Privacy Policy. Updated 2026-11-16. Support: support@shopwithnaija.top

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Create an account and find your way around

Register, verify your email, sign in and use the dashboard on a phone or computer.

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Create and confirm your account

After confirming your email, your welcome email includes a short introduction, the PDF user manual and a link to the online guide. An optional getting-started reminder follows the next day; use email preferences to stop optional guides.

1. Choose Create account. Enter your own name, working email, phone, address and a password with at least ten characters.

2. Read and accept the Terms and Privacy Policy. An invitation code is optional during registration.

3. Open our email and choose Verify my email. Check spam or promotions if it is missing. Links expire after fifteen minutes and work once.

4. Sign in with your email and password. The login page has no invitation-code box. Use Forgot password if needed.

Use the dashboard

My shops shows saved projects and stores. Build my store starts a project. Products manages your catalogue; Design changes branding; Orders shows transactions; Plans & tools opens the toolkit; Invite & earn holds coupons and referral codes. Payment setup is required for online payments. My AI results and My purchases keep creative work and purchased-order records.

On a phone, use the bottom quick tools and All tools menu. Choose the correct store before editing or downloading its records. A red notice means an account, store, product or order needs attention; read its next step and contact support if the reason is unclear.

Create an account: https://shopwithnaija.top/register

Open my dashboard: https://shopwithnaija.top/dashboard

Build your business store, step by step

Prepare your real business details and follow the guided builder.

What to prepare

- Your shop name, business category and the products or services you offer.
- A working email, phone or WhatsApp number, business location and opening hours.
- Your logo or enough credits to create one; colours and a font style you like.
- A short introduction explaining what you sell and who your customers are.

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Build and save

A saved project is not a public shop. Building alone does not publish your products. Missing-field notices explain what to fix; keep the page open while an upload or creation is working.

1. Open Build my store from your dashboard. Follow the owner, business, brand and review steps.
2. Use the available dropdowns. Write facts in your own words; use writing suggestions when helpful and check their meaning.
3. Upload your logo or use the logo creator. Choose colours, font and business details.
4. Review the answers and begin preparation. Follow the progress messages; preparation normally takes about two to three minutes.
5. When ready, add products and preview the shop. Use My shops to return to a saved project.

Build my store: https://shopwithnaija.top/dashboard?section=build

Delete a shop and start another

In your vendor dashboard, open My shops and choose Delete store under the shop you want to remove. Type its name exactly and confirm. The shop and its products disappear from public view and your active shop list. You can use Start a new shop to create a replacement.

Finish open orders and resolve payment or safety reviews first. Existing order and payment records remain available for receipts, support and legal records. Deleted shops appear in My shops under Deleted stores. Request an admin restore before the displayed 30-day deadline. Admins restore the store as a private draft; existing safety and payment checks still apply. After 30 days, storefront content is permanently removed and cannot be restored. Order, payment and required support or security records are retained. Store deletion does not erase your account or transfer a paid plan to another shop.

Add, edit and bulk-upload products

Add useful details, stock and multiple images; preview everything before saving.

Add a single product

1. Open Products and choose the store you want to manage.
2. Choose Add product. Enter a clear name, category, price in naira, available quantity and an honest description. Add a sale price only if it is lower than the normal price.
3. Upload up to six JPG, PNG or WebP photos, each within the size shown on the form (normally 5 MB). Use actual product photos and select a clear main image.

4. Choose whether this product should also appear in Naija market. Review the preview, then save.

5. Open the item again to change its price, quantity, wording or pictures. Replace or reorder images and save your edits.

Add several products

Use Smart bulk product upload and the downloadable example rather than guessing the columns. A batch supports up to fifty products. Include Product name and Price; optional columns include Description, Category, Sale price, Stock, SKU, Images and Marketplace. Separate several image file names with a vertical bar or semicolon.

Match your uploaded photos to the listed file names. Review each row and correct highlighted prices, quantities or missing details before saving. Importing is not permission to publish inaccurate listings. The Free product allowance is shown in your account; do not assume reward credits increase that allowance.

Manage products: https://shopwithnaija.top/dashboard?section=products

Change your design, publish and share

Edit your logo and image slider, then share the correct public shop link.

Make the shop your own

A draft preview is private to its owner. Customers may not be able to open an unpublished shop. Your copied link may use a store address or an enabled ShopWithNaija subdomain. Store owners on any plan can connect a separately owned domain for a one-time ₦3,500 fee per store from Domains in their dashboard after ownership, DNS and HTTPS checks. Shared storefront upgrades apply to existing shops while keeping their saved business information.

1. Open Design and select the shop. Update its logo, colours, font, introduction, contact details and hours.

2. Add up to five banner photos. Arrange the full-image slider, choose fit/position and check the result on a small screen.

3. Save changes, preview product pages and test contact links.

4. Use My shops to publish when your information and products are ready. Copy shop link from the dashboard and share it with customers.

Marketplace and vendor profiles

Naija market shows products their owners choose to list. A product must also be available and its shop public; a marketplace checkbox alone does not publish a draft. Seller profiles show the shop and eligible approved reviews. Email confirmed means the account email was confirmed; Identity checked means an authorised identity check succeeded. Neither badge guarantees delivery or removes the need to shop carefully.

Edit shop design: https://shopwithnaija.top/dashboard?section=design

See example shops: https://shopwithnaija.top/showcase

Use the AI tools and find your results

Know what each tool does, check its cost and review your finished work.

The complete toolkit

- Store planning prepares a shop introduction and organisation from your business answers.
- Grammar and clarity help improves wording while preserving your facts.
- Product writing creates descriptions; promotion wording creates headlines, captions and calls to action.
- Weekly growth plans suggest practical tasks. VIP campaign planning prepares a longer campaign with goals and review points.
- Logo creation, flyer creation and product design produce images to review and download.
- The help assistant explains the service and can bring in a support person when a case needs action.

Create with confidence

Images can take up to a few minutes and progress messages are stages, not a promise of an exact completion second. Failed requests return the reserved credits. If a failure remains charged, tell support the tool and approximate time; do not share a private key. A completed result is not automatically published or applied to your shop.

1. Open Plans & tools, select your store and choose a tool. Check whether your plan or credits allow it.
2. Read the cost and instructions. Give exact facts, a clear purpose and any permitted reference images.

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3. Start creation and follow the progress panel. Do not repeatedly submit while the same request is working.

4. Use the completion message to view the result. My AI results holds saved results and their own viewing pages.

5. Check spelling, prices, contact details, product accuracy and permission to use the output before sharing it.

Open AI tools: https://shopwithnaija.top/dashboard?section=plans

My AI results: https://shopwithnaija.top/dashboard?section=ai-results

Use AI with credits on any plan

A paid plan is not required to use available AI credits. Every available AI tool can be used when your account has enough unexpired credits for that request. Coming-soon tools remain unavailable. Plans give monthly credit allowances and the listed price benefits.

If a request cannot continue, the tool shows what is missing: the number of credits required and your available balance, a shop or logo that needs to be added, a missing upload, or a temporary service limit. No credits are used when a request is rejected before generation. Failed generation returns reserved credits. Check My AI results before retrying a request interrupted by your connection.

Create flyers, logos and product concepts

Choose products, upload optional photos, set colours and download the result.

Make a flyer

Use your shop logo where required. If none is saved, upload your own or create one with available credits. Product selection does not guarantee a perfect photographic reproduction; check all product images before advertising them.

1. Choose AI flyer creator and a size for your post.

2. Optionally select up to six of your store's products for one flyer. You may choose no product for a brand-only design.

3. Optionally upload up to three reference photos and choose design colours. Uploading references is free; it does not change your stored brand colours.

4. Write the exact headline, offer, prices and contact details you want. Only use true offers.

5. Create, follow progress and open the delivery popup. View the full result and download it from My AI results.

Logo and product design

The logo creator uses your business name, colours and style brief. Review it and check rights before adopting it. Product design creates a product, packaging or presentation concept in your chosen style. A concept is not proof that a real product exists and must not be passed off as an actual product photo.

Creating a new product design and then a flyer uses two separately priced generations. Reusing a saved design through Use this design in a flyer, or uploading an existing photo, adds no extra image-generation charge. The new flyer still has its own cost.

See AI tools: https://shopwithnaija.top/dashboard?section=plans

Plans, AI credits, Launch200 and invitations

Understand shared credits, expiry dates and exactly when a referral qualifies.

Plans and shared credits

Free lets you build and manage a store without a subscription. Pro is ₦15,000 for thirty days and includes 2,000 shared AI credits. VIP Growth is ₦60,000 for thirty days and includes 5,000. Paid plans do not renew automatically. Check the purchase page for payment availability and full terms.

Paid text generation uses 20 credits. Logos use 50. Flyers use 70 on Free or 50 on active Pro/VIP. Product design uses 80 on Free or 55 on active Pro/VIP. Credits are shared across eligible tools, are not money and cannot be withdrawn. VIP campaign tools still require VIP. Upcoming tools remain unavailable even with credits.

Use a coupon or invitation

Self-referrals, duplicate claims and artificial activity do not qualify. Reward credits do not change a store's plan, product allowance or selling fee. If your account shows another allowance, read its own expiry date.

1. Open Invite & earn to see your balance, expiry dates, invitation link and coupon box.

2. For an eligible new account in its first ten days, enter Launch200 to claim 200 credits once per account and IP address.

3. Share your invitation with a different business owner. They can enter it during registration or in their dashboard within seven days, before publishing their first shop.

4. The referral qualifies after that person verifies email and publishes their first shop with an active photographed product. Only then are the 200 referral credits earned.

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5. Use reward credits before their seven-day expiry. Paid-period credits expire with the relevant paid period; future-period credits are not available early.

Credits and invitations: https://shopwithnaija.top/dashboard?section=referrals

Plan comparison: https://shopwithnaija.top/pricing

Complete seller payment setup

Know the required fields and checks before accepting online payments.

Submit your business details

Payment setup is required for online checkout. A saved form is not an approval. If a verification step is unavailable or a review needs information, ask support about your case. Do not send identity documents, PINs, passwords or bank codes through ordinary chat. Email confirmation alone does not complete seller identity verification.

1. Open Payment setup inside your dashboard and choose the shop.
2. Complete your legal personal or registered business name, working phone and full business address. These fields are required.
3. Add a CAC registration number if your business is registered. This individual field is optional.
4. Read and accept the required seller agreement, then save your details for review.
5. Complete the secure authorised identity and payout-account checks provided for your case. The account name must match the reviewed person or business.

Understand settlement

Where enabled, Paystack splits the transaction between the shop and Shop With Naija. Settlement can occur before the customer receives the order. Shop With Naija is not an escrow service. Confirming delivery or raising a complaint does not hold or release settlement. Do not promise otherwise to a customer.

Open Payment setup: https://shopwithnaija.top/dashboard?section=payment-setup

Read payment terms: https://shopwithnaija.top/terms#payments

Shop, pay and follow an order

Use the shopping bag, keep your reference and confirm receipt only after delivery.

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Before you pay

1. Read the product description, price, condition, stock and seller profile. Ask the shop about delivery cost and the delivery date.

2. Add several items from the same shop to its bag without leaving the collection. Different shops have separate bags and checkouts.

3. Use your own verified account for checkout. Check contact details, quantities and the delivery/pickup arrangement.

4. At a shop with enabled online payments, continue to the Paystack payment page. If online payment is unavailable, contact the shop; do not treat a seller's private payment request as platform escrow.

5. Keep the order reference and check the recorded payment status. If you paid but it is unclear, ask support before paying again.

After an order

Sellers use Orders to see paid transactions and update preparation or completion. An order requiring stock or safety review needs support attention before fulfilment. Buyers use My purchases for paid orders linked to their verified email. Confirm receipt only after receiving the items; this does not control seller settlement.

A screenshot alone is not proof of payment. Never share card PINs, CVVs, passwords or one-time codes with a seller, support person or AI assistant.

Naija market: https://shopwithnaija.top/marketplace

My purchases: https://shopwithnaija.top/dashboard?section=purchases

Reviews, refunds, reports and safer shopping

Give honest feedback and know how to get help with a genuine problem.

Give a verified-purchase review

Use My purchases after receiving your order. Confirm receipt and review a product actually included in your paid order. Rate the product and vendor from one to five stars and write ten to two thousand characters. Sellers cannot review their own shop. One product in one order can only be reviewed once.

Reviews are checked for abuse and private information before appearing. A negative rating alone is not grounds for rejection. Email or identity badges describe specific checks, not a guarantee against scams.

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Resolve a problem

A report or suspicious-price flag is a reason to investigate, not proof of guilt. A refund request is not a completed refund. Provider processing and your bank affect timing after an approved refund. Applicable consumer rights still apply; see the Terms for more detail.

1. Contact the seller with your order reference and the delivery agreement. Explain whether an item is late, wrong, damaged or different from the description.
2. Keep receipts, messages and relevant photos. Remove passwords, card details and unnecessary personal information from evidence.
3. Ask the support assistant for guidance. Request staff investigation when the case needs a private account, order or refund decision.
4. Use Report a problem for suspected scams, impersonation, unsafe products or another safety issue. Save the report reference.
5. For a restriction you believe is wrong, ask support for review and provide factual evidence. Do not create replacement accounts to evade it.

Report a problem: https://shopwithnaija.top/report-abuse

Terms: refunds: https://shopwithnaija.top/terms#refunds

Get help and manage company emails

Use AI guidance, receive human replies and choose optional email preferences.

Ask for help

Open the ShopWithNaija help button and ask in your own words. The AI can explain forms, tools and common problems after you agree to AI processing. Choose Talk to a person if you do not want AI processing or need staff action. Do not send identity documents, passwords or financial security details.

When a request needs a person, the app creates or reuses a private ticket, shows its reference and notifies support. Allow approximately five to fifteen minutes; busy periods can take longer. The help button shows an unread sign when staff reply. Guests can provide a contact email to receive updates about their ticket.

Email choices

Account and security notices help protect your account. Optional company guides and promotions include a preferences or unsubscribe link. Changing those preferences does not stop necessary login, security, order or support messages.

For personal cases or a privacy request, use private support or email support@shopwithnaija.top. Blog comments are public after moderation and are not suitable for passwords, home addresses or private payment cases.

Help and support: https://shopwithnaija.top/support

Privacy Policy: https://shopwithnaija.top/privacy

Download your business report or user manual

Save branded PDFs and CSV records from the dashboard and help centre.

Download business records

Reports include the selected store's business and design details, product records, recorded orders and plan/payment-setup status. They do not include passwords, secret keys, government identity numbers or private staff risk notes. A PDF carries a ShopWithNaija watermark. CSV files carry ShopWithNaija source information in their records; a text file cannot have a graphical watermark. Branding identifies the source and is not an audit, tax invoice, payment guarantee or settlement certificate.

1. Sign in to your dashboard and open Business downloads.
2. Select the shop you want. Each download is checked against the signed-in owner's stores.
3. Choose PDF for a readable report, or CSV for a spreadsheet-friendly data file. Follow the preparation message and save the completed file.
4. Review the report date. A report is a snapshot of the records at the time it was prepared.
5. Store it securely. A business export may include order contacts and delivery details, so do not post it publicly or share it with an external AI without removing personal information.

Read offline or with your own AI

Download the watermarked user-manual PDF from the Help centre. It contains the full guide and the published Terms and Privacy Policy, with a version date. Check the website for newer versions.

For a separate AI assistant, share the public plain-text guide or llms.txt index. These documents explain public features and limits, not private account details. External AI tools may be mistaken and have their own privacy policies; the live page and your account's actual status take priority.

Business downloads: https://shopwithnaija.top/dashboard?section=exports

Download user manual PDF: https://shopwithnaija.top/downloads/shopwithnaija-user-guide.pdf

Full plain-text guide: https://shopwithnaija.top/llms-full.txt

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Fix common account, photo and AI problems

Check the right place and give support useful details without sharing secrets.

Quick checks

• Missing verification email: check the spelling, spam and promotions. Request a new link and use the newest email.

• Cannot sign in: use the registered email, verify it, and try Forgot password. Never send your password to support.

• Missing shop: check My shops and saved projects; choose the correct store. A draft is not publicly available.

• Missing marketplace product: save it as available, publish its shop and enable marketplace visibility. Check for a red restriction notice.

• Upload failure: use a supported image format within the form's size limit. Wait for upload confirmation before submitting.

• AI creation failure: read the error, confirm available credits and wait before retrying. Check the refund and saved-result history.

• Old design: save changes, reload the public link and check that you edited the right store.

• Export failure: sign in again if the session expired, select your own shop and retry after a short wait. Contact support if it continues.

Explain the issue clearly

Tell support the page or tool, what you tried, the approximate time and the exact error wording. Add a screenshot with private details removed when useful. You do not need to know technical terms. A saved report or AI result can be private, so share it only through the appropriate support conversation.

Ask for help: https://shopwithnaija.top/support

Contract staff: invitations, ranks and rewards

Join the programme, refer genuine vendors, understand the rank targets and request earned rewards.

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Your private staff dashboard

Open Staff sign in to enter your private dashboard at shopwithnaija.top/staff-dashboard. The public Contract staff page explains the programme; your work is kept in a separate workspace.

Use Overview for your next task and totals, Invite vendors for your short link, My vendors for referred businesses, My rewards for requests, Rank & targets for requirements and your journey helper, Growth & awards for weekly performance, My details for your profile, and Help & guide for instructions. The desktop sidebar and mobile bottom bar keep navigation within reach.

You can use the same email or Gmail account for staff and vendor access. If you submit the staff registration form with an existing vendor email, confirm the secure link sent to that inbox. Your password and existing stores do not change. You still need to complete the staff profile and receive approval before earning.

Your staff account and private bank details

Use Contract staff on the homepage or menu. Choose Register as staff, complete your account form and confirm your email. Staff sign-in uses the same email and password as your seller account, but opens your separate staff workspace. Existing sellers do not need a second password.

Complete your public staff name, city/state and optional introduction. Add your own Nigerian bank name, account name and 10-digit account number. Government-ID verification is not required for the contract-staff programme. These rules do not remove identity or payment checks from a vendor shop. Bank details are encrypted and masked in the portal. Only the main admin can reveal the saved bank details for a requested cash reward, and the view is logged.

You agree to publish your chosen staff name, city/state, introduction and earned rank. Email, phone, bank details and cash totals are private. Active completed profiles appear in Meet our staff. Ask support to pause staff membership if you need the public profile removed.

Your short link looks like shopwithnaija.top/r/ABC12345. It is separate from an ordinary AI-credit referral link. Share it before a vendor registers. Staff invitations earn eligible cash rewards; ordinary invitations earn AI credits under their separate rules. An account can have only one original referrer.

Your portal shows a current rank badge, next milestone, each target and what remains. The free journey helper offers a progress-based checklist, or AI suggestions after your consent. Only rank totals and targets are sent to Google Gemini; names, bank and contact details are excluded. AI advice cannot grant ranks or guarantee earnings. Your welcome email includes the guide and first steps.

Before requesting a cash reward, complete your bank details. A claim saves a protected snapshot of the payment account. Bank changes are blocked while a cash claim is under review. The team checks details and arranges a manual payment. Saved account details are self-declared, not an automated identity or bank verification.

Photo approval, weekly growth and recognition

Upload your own recent real photo showing your face. A logo, another person or an AI-generated face is not acceptable. Confirm that the photo is you. The admin reviews your photo and profile before your staff account is approved. Your photo is visible only to you and authorised reviewers while pending; it becomes public with your agreed staff profile after approval. This is a staff programme photo review, not a government-ID or biometric check.

You receive an application email and an approval or correction email. Pending or rejected staff cannot use staff invitation links, request rewards or appear publicly. Replacing your profile or photo sends it back for review. Your public name, photo, location, introduction, rank and weekly/monthly SV growth appear only after approval and your agreement; bank details, contacts and cash totals remain private. Every active verified admin receives an email alert when a new staff application is submitted. The email excludes bank details and links to the private review area.

Weekly growth runs Monday to Sunday in Africa/Lagos time. Compare new qualified vendors, approved products and eligible SV with the previous complete week. The current week is unfinished, so a smaller figure is not a final performance judgement.

Staff of the Week and Staff of the Month use completed calendar periods. Only approved active staff with at least 10,000 eligible SV in that period can qualify. SV is completed buyer-confirmed vendor sales after refunded orders are excluded, before platform fees. Highest SV ranks first; ties use new qualified vendors, then new approved products, then a stable staff-code order.

AI can assist the selection explanation using anonymous performance numbers only. Names, photos, contact and bank information are never included. Recorded-activity rules preserve eligibility and ranking if AI is unavailable. AI does not decide the prize. Admin reviews and sets a cash or non-cash prize before publishing recognition. A period without a qualifying member has no winner. Each published prize creates one claimable reward, with fulfilment arranged manually.

Published recognition is a record of the reviewed award period. Figures can change after refunds or safety reviews, and unpublished selections are recalculated before publication. Awards do not guarantee employment, regular pay or future earnings.

Published recognition shows the winner’s chosen public name, photo, award period, reviewed SV and admin-set prize. It does not reveal bank details, transfer references or private payment history. Vendor-growth counts eligible referrals whose invitations were recorded in the period; product-growth counts products created in the period that pass the product checks.

Shop Value uses vendor sales, not our fees

Shop Value is based on eligible completed, buyer-confirmed customer sales by your referred vendors, excluding refunded orders. It is calculated before subtracting the platform fee or seller settlement fees. A 10,000-naira qualifying sale produces 10,000 SV even if the platform earns only 1,000 naira from it. SV is never calculated from ShopWithNaija commission or from your referral cash.

Join and refer a vendor

1. Open Contract staff from the site menu, sign in and accept the programme rules. Joining is free.
2. Share your personal invitation link or code before a vendor publishes their first shop. Invitations made after joining count for staff cash.
3. Help the vendor confirm their email, publish a genuine shop and add at least one active product with a photo that has passed product checks.
4. Open your staff portal to refresh progress. Duplicate or self-referrals and restricted vendors do not qualify.

How ranks and money work

Ranks are cumulative: Starter, Bronze, Silver, Gold, Diamond, VIP 1, VIP 2, VIP 3 and Gold VIP. Every vendor, product and Shop Value requirement must be met. Product totals are combined across referred vendors. The 700-product Diamond target carries forward at higher ranks.

Shop Value (SV) is the staff programme progress score. Each ₦1 of eligible completed, buyer-confirmed vendor sales adds 1 SV. Refunded, unresolved and self-purchased orders do not count. SV cannot be spent or withdrawn and is separate from cash rewards and AI-tool credits. The next referral rate rises from ₦65 at Starter/Bronze to ₦200 at Gold VIP. New rates apply to later qualifying referrals; existing entries keep their original rates.

Each rank incentive is earned once. Choose cash or the listed experience, never both. Experiences and land require arrangements with the team; discuss details before choosing. Chief Staff is programme recognition, not an employment contract.

Request rewards in your portal. Available, requested, paid and fulfilled have different meanings. The main admin records a cash payment only after completing the actual transfer. No automatic bank withdrawal occurs. Contact support to dispute a review.

Withdraw your staff earnings

Open My rewards in your staff dashboard. Starter staff can request a withdrawal from ₦1,000. Bronze and higher ranks can request from ₦5,000. Choose cash on an available cash milestone to add it to your balance, then use Request withdrawal.

Your full available cash balance is reserved while the request is reviewed, so the same earnings cannot be requested twice. Payment is manually arranged to the saved reward bank account. Processing can take more than 24 hours; this is not a guaranteed completion deadline. Track Under review, Processing, Paid or Not approved in Withdrawal history.

A rejected request returns its reserved balance to your available earnings with an explanation. Staff cannot approve their own payment. No fee is required to release a staff reward.

See when a referral qualifies

The staff dashboard refreshes every five seconds while visible. A genuine separate vendor must use your short staff link, verify their email, publish their shop and add an active photographed product that passes product checks. Waiting to qualify explains missing steps.

Initial product rules are checked when your totals refresh; flagged products still require review. Self-referrals, duplicate accounts, restricted accounts and restricted listings do not qualify. Ordinary invitation codes earn AI credits separately from staff rewards.

Seller levels and reputation

Understand New seller, Level 1, Level 2 and Top Rated status.

Earn your level

Your seller level is separate from your subscription and identity check. Open My seller level in your dashboard for your figures and the full threshold table.

Only completed, buyer-confirmed orders and approved purchase reviews count positively. Refunded, unresolved and self-purchased orders do not boost performance. Ratings are averaged once per reviewed order. The completion rate compares confirmed completed orders with all paid orders.

Level 1 and Level 2 update automatically when checked. Top Rated also requires approval by the main admin. If your figures drop below your current rank, a 30-day improvement period applies before a downgrade. Levels are reviewed when your dashboard or shop profile is opened. A rank describes past service and never guarantees delivery.

See your next rank

Open Seller levels inside your dashboard to see your current badge, your next rank and all required targets. The progress panel shows orders, different buyers, completed sales, rating, reviewed orders and completion rate. A free journey helper provides a checklist; optional AI planning uses only rank totals and targets.

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Your current badge appears on your public storefront and vendor profile. The public profile also names the next milestone and links to the level standards. Badges record past performance and do not guarantee delivery or replace identity checks.

Connect your own store domain

Follow the illustrated five-step guide to connect your store domain. Find DNS instructions, provider links, screenshots and fixes for common connection problems.

Before you begin

Domain connection costs ₦3,500 once per store on Free, Pro and VIP plans. Changing plans does not cancel paid connection access. Buy and renew the domain with your chosen domain provider. ShopWithNaija continues to host your store. Start with www.yourbusiness.com or shop.yourbusiness.com; use a CNAME connection. A bare root domain may need your provider's secure redirect to the www address.

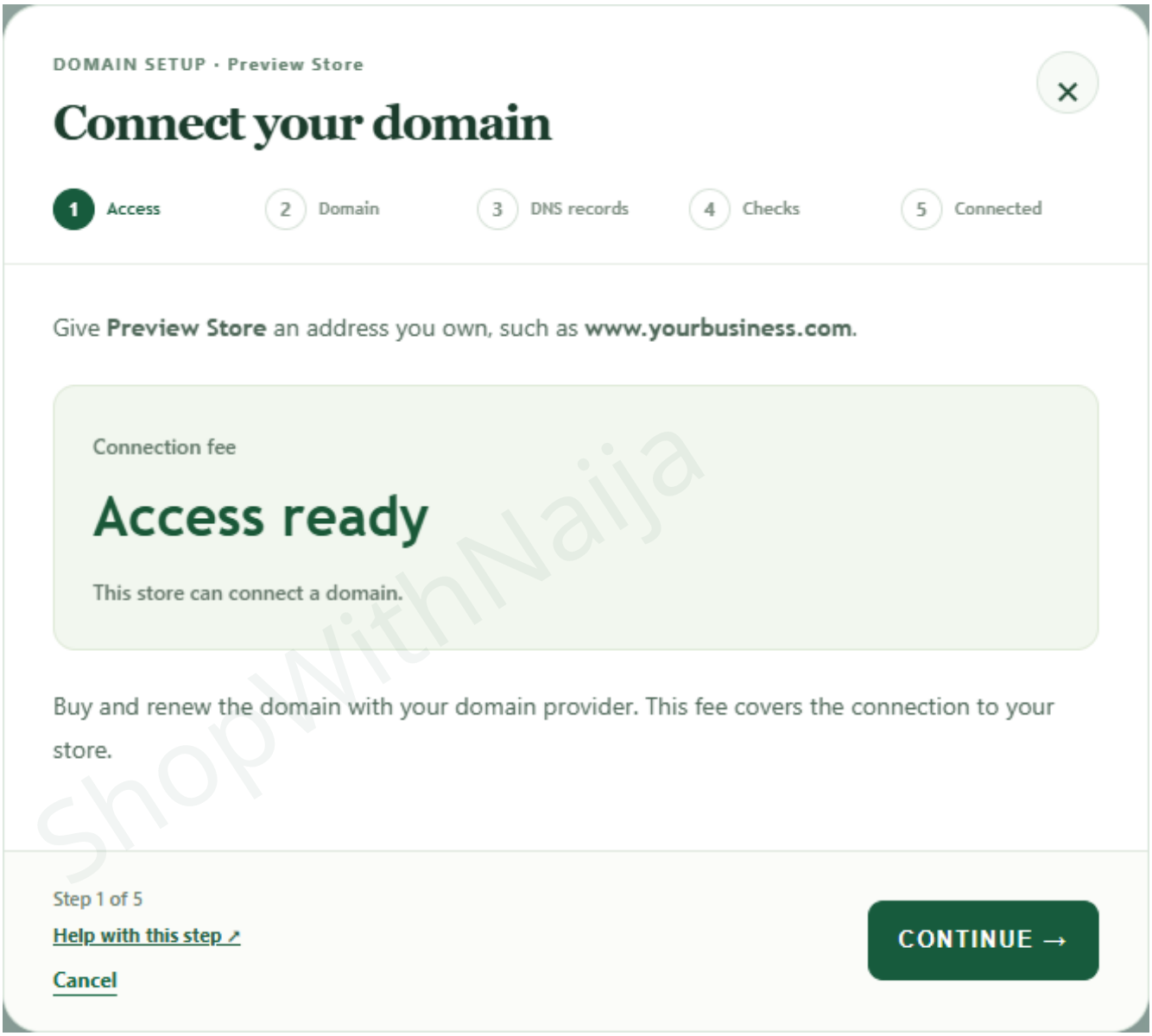
Publish your shop before activation. Your existing ShopWithNaija address remains available. A custom domain does not change payment eligibility, vendor verification, order responsibilities or safety restrictions.

The setup window automatically generates each store domain's unique TXT verification record and the CNAME target. You do not need to ask an administrator for DNS records. Screenshots below use an example store and example domains: always copy the values from your own live setup window, not from a screenshot. Domain buying inside ShopWithNaija is marked Coming soon; connecting a domain you already own is available.

Step 1: Choose your store and review connection access

1. Open your vendor dashboard, select the right store, then open Domains and choose Connect a domain.
2. The Access stage shows the one-time connection fee or confirms that your store already has access. Accept the terms before opening Paystack if payment is required.
3. Choose Continue when access is ready. Your domain registration and annual renewal remain separate from the connection fee.

Open my Domains dashboard: https://shopwithnaija.top/dashboard?section=domains



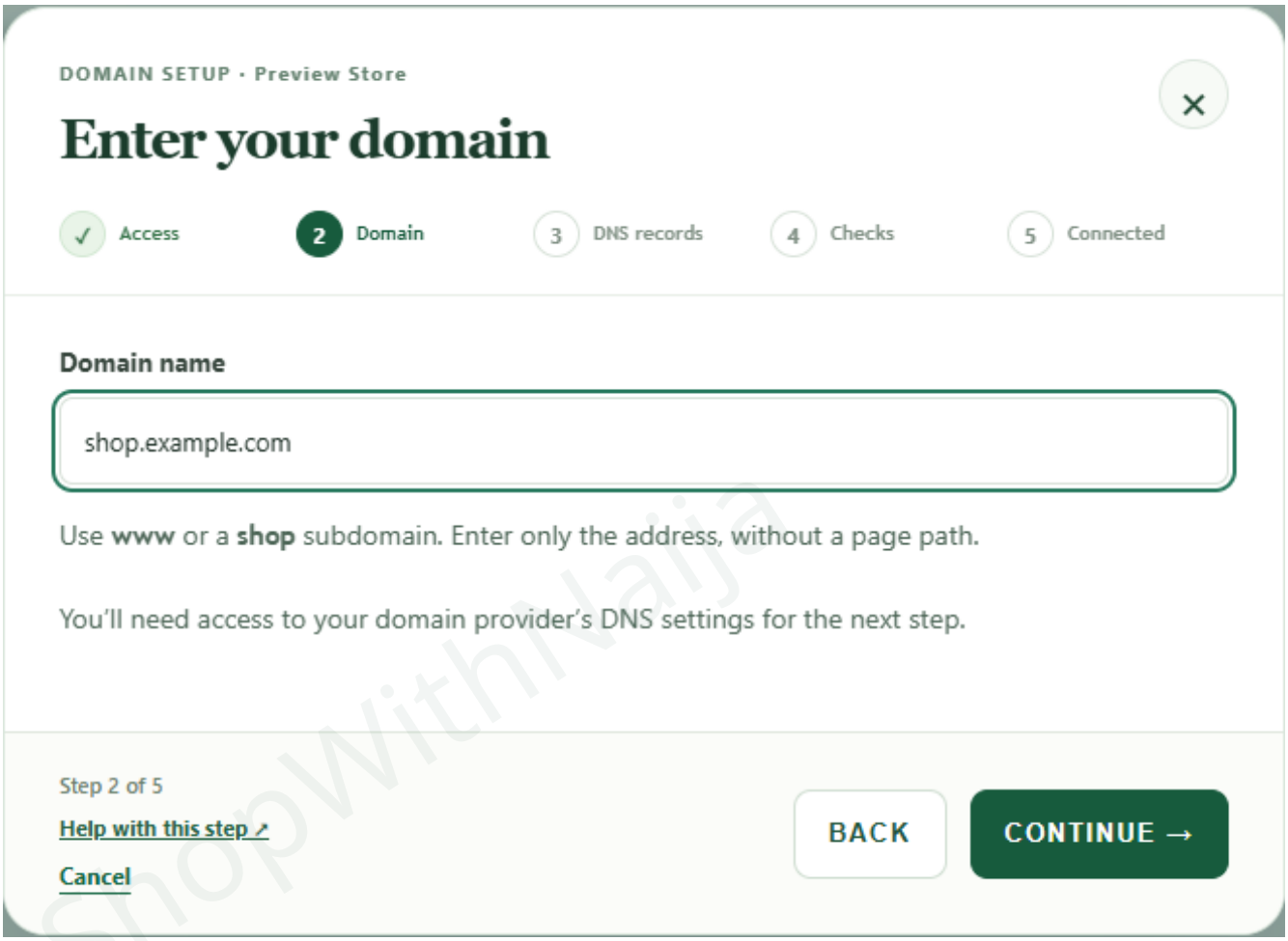
Example Access stage. Your store may show a connection fee or Access ready.

Step 2: Enter the domain address

1. Use a domain you control, usually shop.yourbusiness.com or www.yourbusiness.com. Enter the domain name only, without a page path.

2. Check the spelling and choose Continue. The next screen generates the records for that exact domain.

3. A different domain address needs its own ownership proof; use the values shown for the address you are connecting.



Example domain entry. Use an address you own, not the example shown.

Step 3: Add the TXT and CNAME records

1. Open DNS management at the provider whose nameservers control your domain. This can be different from the company you bought the domain from. Choose the provider instructions below.

2. Add the TXT name and value exactly as shown in your own setup window. Keep this verification record while connected.

3. Add the CNAME name and target shown in the same window. For example, in a DNS zone named yourbusiness.com, the short names are shop for shop.yourbusiness.com and _shopwithnaija.shop for its TXT record. Some providers accept the complete names shown by ShopWithNaija.

4. On Cloudflare, change the CNAME proxy switch to DNS only: the cloud must be grey. Save the record. An orange Proxied cloud hides the CNAME from the connection checker.

5. Keep existing email MX, SPF, DKIM, DMARC and unrelated records. If a record with exactly the same shop hostname conflicts with the CNAME, review that hostname rather than changing the whole domain or its nameservers.

6. Return to ShopWithNaija and choose I have added the records. DNS records may need time to become visible.

Cloudflare screenshot instructions: https://shopwithnaija.top/help/custom-domains#cloudflare

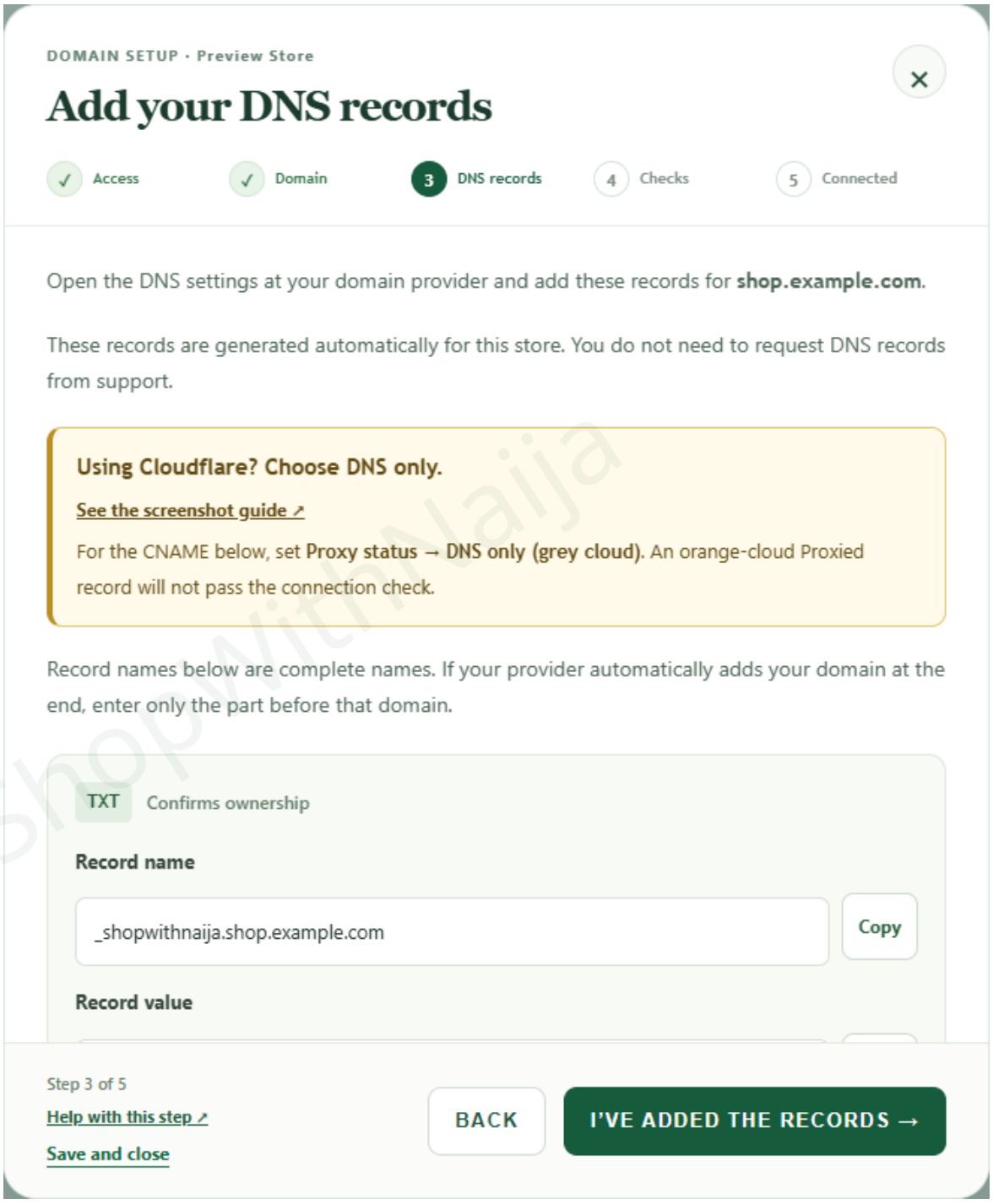
Truehost DNS instructions: https://shopwithnaija.top/help/custom-domains#truehost

Namecheap DNS instructions: https://shopwithnaija.top/help/custom-domains#namecheap

GoDaddy DNS instructions: https://shopwithnaija.top/help/custom-domains#godaddy

cPanel Zone Editor instructions: https://shopwithnaija.top/help/custom-domains#cpanel

ShopWithNaija



Example DNS stage. Scroll inside the setup window to see all TXT and CNAME fields. Copy your own live records, not these example values.

Cloudflare: turn off the orange proxy cloud

1. Sign in to Cloudflare and select the domain, then open DNS and Records.
2. Add or edit the CNAME. For shop.yourbusiness.com, use Name shop and Target domains.shopwithnaija.top. Keep TTL Auto.

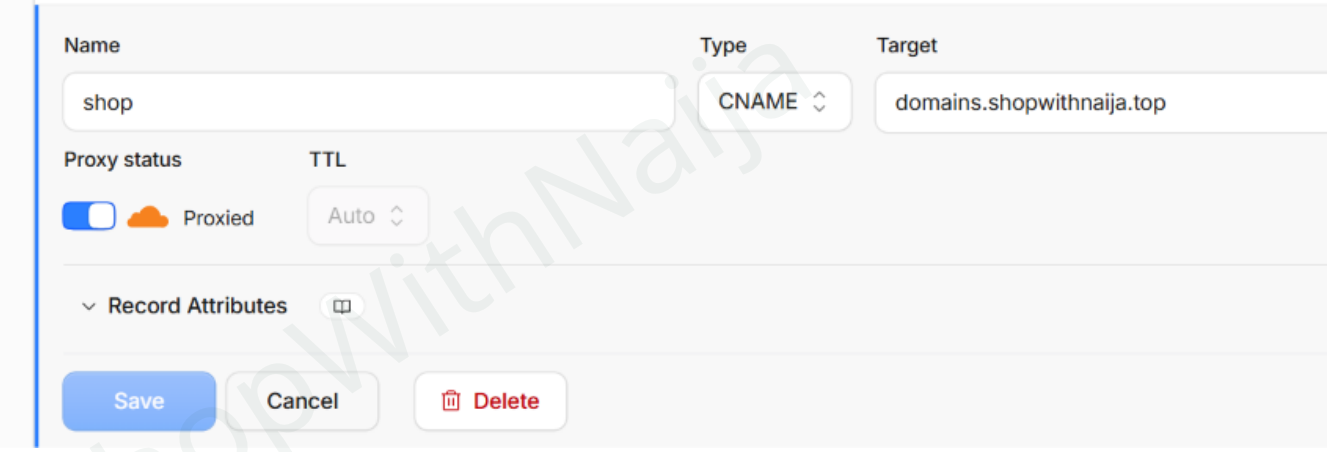
3. Click the orange Proxied switch so it changes to DNS only with a grey cloud, then choose Save. The screenshot below shows the BEFORE state that must be changed.

4. Add the unique TXT record from your ShopWithNaija setup. In this example zone its short name is _shopwithnaija.shop; use the complete TXT value shown in your own dashboard.

5. Return to the connection checker. If the CNAME is still hidden, confirm the saved record is DNS only and that CNAME flattening is not hiding that subdomain.

Open Cloudflare dashboard: https://dash.cloudflare.com/

Official Cloudflare proxy-status guide: https://developers.cloudflare.com/dns/proxy-status/



Before fixing: the orange Proxied switch is on. Turn it off until the label reads DNS only and the cloud is grey, then save.

Truehost: open the DNS zone that serves your domain

1. Sign in to your Truehost Nigeria client account. Open the DNS management area or DNS zone editor for the domain. If its nameservers point elsewhere, edit records at that DNS provider instead.

2. Create the TXT record and CNAME from your ShopWithNaija setup. For a shop subdomain, the short CNAME name is shop. Use the exact TXT name and value supplied for your store.

3. Save both records. If your Truehost service uses cPanel DNS management, follow the Zone Editor instructions below. Do not buy hosting or move nameservers just to connect the store.

Open Truehost Nigeria sign-in: https://truehost.com.ng/cloud/clientarea.php

Official Truehost DNS-zone guide: https://truehost.com/support/how-to-manage-dns-zones-in-your-client-area/

Official Truehost cPanel DNS guide: https://truehost.com/support/knowledge-base/manage-and-reset-dns-records-using-zone-editor-in-cpanel/

Namecheap: use Advanced DNS or your active DNS host

1. Sign in to Namecheap, open Domain List and choose Manage beside the domain.

2. If the domain uses Namecheap BasicDNS, PremiumDNS or FreeDNS, open Advanced DNS and add the TXT and CNAME under Host Records.

3. Namecheap Host fields normally use the part before your domain: shop for the CNAME and _shopwithnaija.shop for the TXT when connecting shop.yourbusiness.com. Enter the exact target and verification value from ShopWithNaija, then save.

4. If the nameservers belong to your hosting provider or Cloudflare, add the records there instead of in Namecheap Advanced DNS.

Open Namecheap Domain List: https://ap.www.namecheap.com/domains/list/

Official Namecheap CNAME instructions: https://www.namecheap.com/support/knowledgebase/article.aspx/9646/2237/how-to-create-a-cname-record-for-your-domain/

GoDaddy: add the records in DNS management

1. Sign in to your GoDaddy Domain Portfolio and select the domain, then open DNS.

2. Add a TXT record with the name and verification value from your own setup. Add a CNAME for the shop or www subdomain pointing to domains.shopwithnaija.top.

3. For shop.yourbusiness.com, GoDaddy Name normally uses shop for the CNAME and _shopwithnaija.shop for the TXT. Save the records.

4. If another provider manages the domain nameservers, make these changes there instead.

Open GoDaddy Domain Portfolio: https://dcc.godaddy.com/control/portfolio

Official GoDaddy CNAME instructions: https://www.godaddy.com/help/add-a-cname-record-19236

Official GoDaddy DNS management guide: https://www.godaddy.com/help/manage-dns-records-680

cPanel: use the Zone Editor

1. Open your hosting account cPanel and find Zone Editor in the Domains area. Choose Manage beside the correct DNS zone.

2. Add the TXT and CNAME records from your ShopWithNaija setup. Some cPanel versions require the complete record name, so check the name that will be saved before confirming.

3. Save the records. Zone Editor changes only work if the domain actually uses that hosting service for DNS.

Official cPanel Zone Editor guide: https://docs.cpanel.net/cpanel/domains/zone-editor/

ShopWithNaija

Step 4: Check DNS, publish the store and prepare HTTPS

1. Choose I have added the records or Check connection in the setup window. Read the result and correct the specific record mentioned in any notice.

2. If the store is still a draft, add a logo and at least one active product, then publish it from My shops. Domain settings stay saved while you do this.

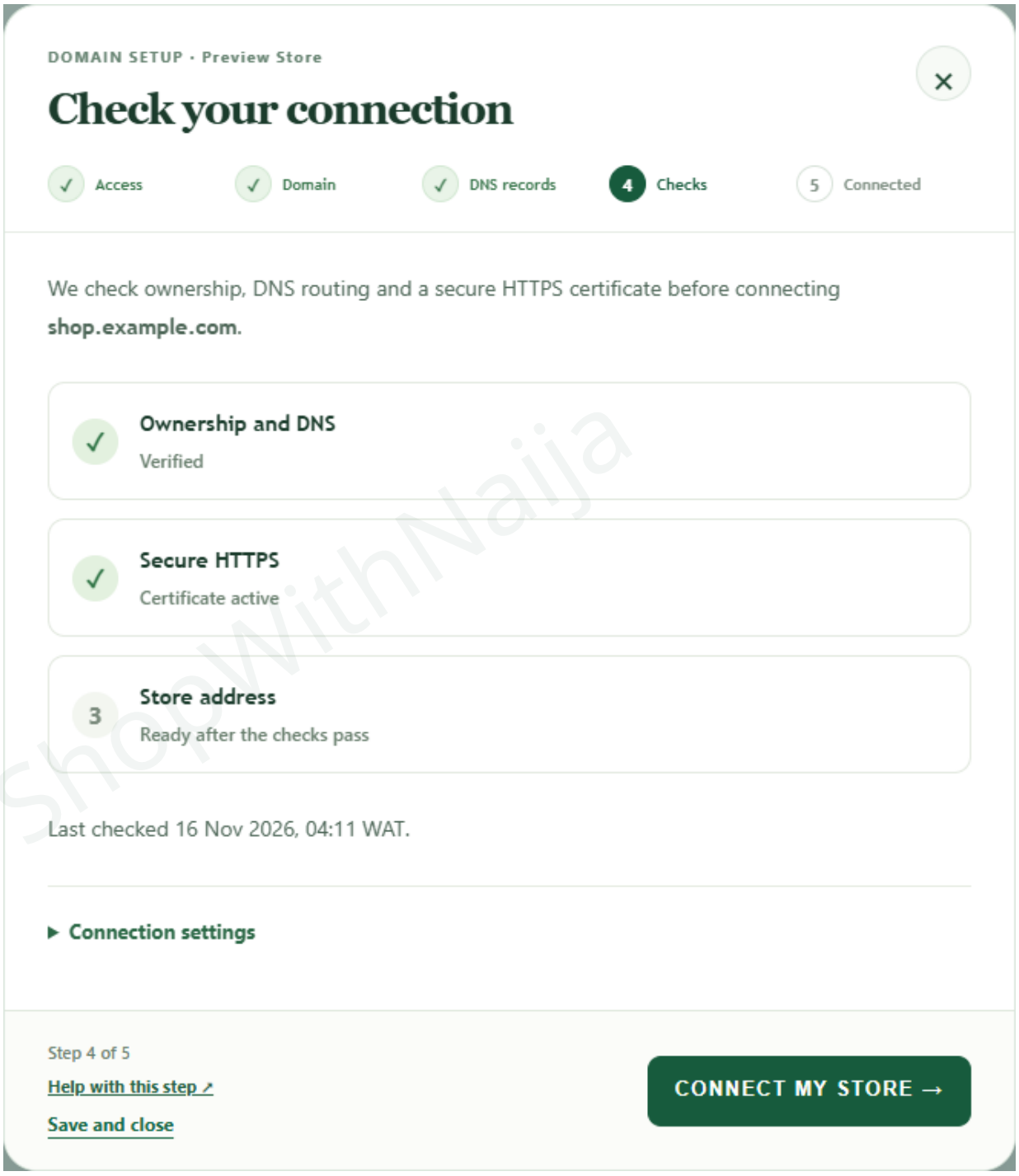
3. The service checks domain ownership and routing before preparing a secure certificate. Add any additional certificate-verification record shown in the setup.

4. When DNS and HTTPS both show ready, choose Connect my store. You do not need an administrator to supply new records or manually connect a normal eligible store.

Review and publish my stores: https://shopwithnaija.top/dashboard?section=overview

Return to my domain connection: https://shopwithnaija.top/dashboard?section=domains

ShopWithNaija



Example of checks passing. Your connection must pass its own live checks before activation.

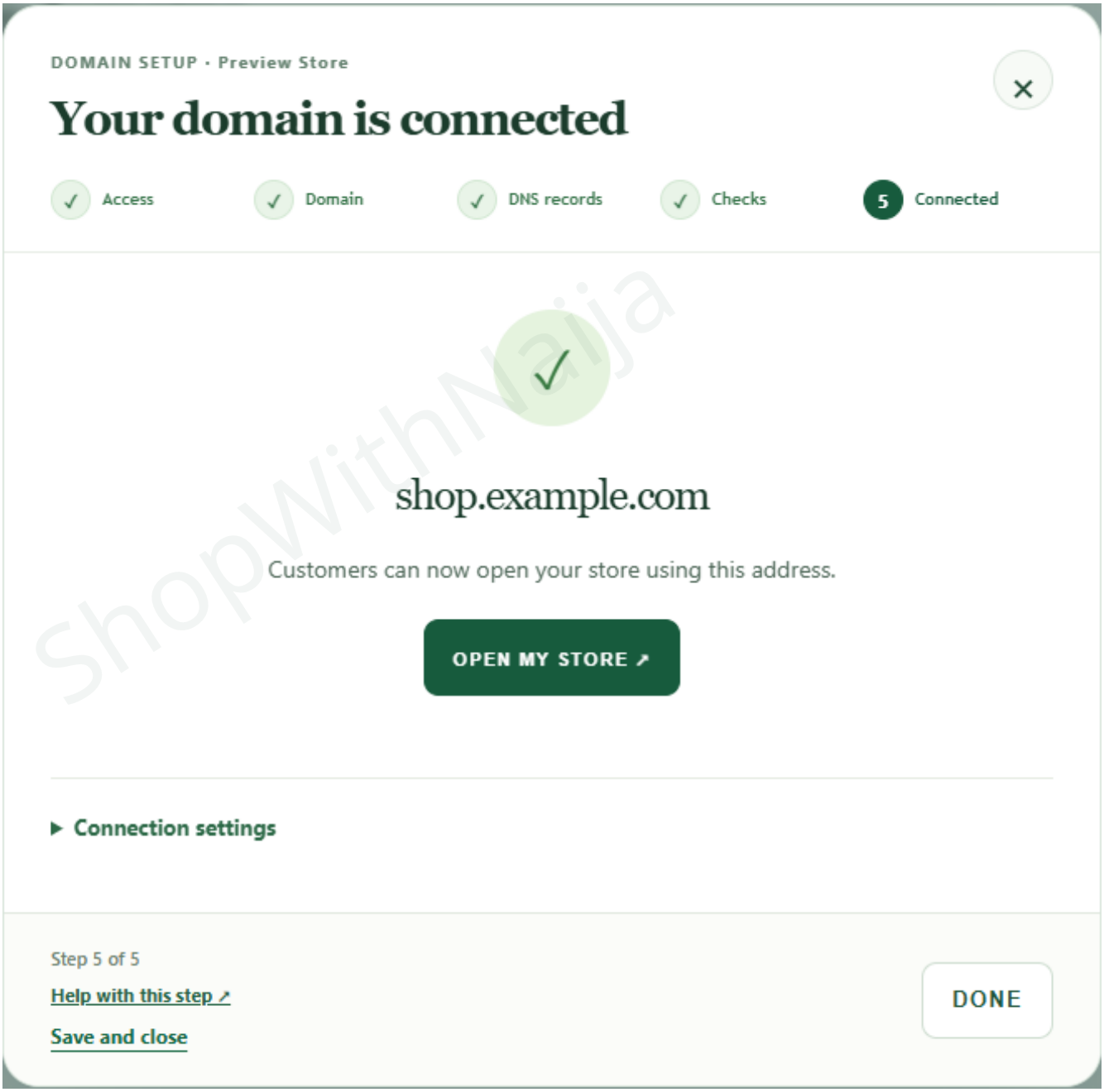
Step 5: Open and test your connected store

1. The Connected screen shows the store domain and an Open my store link. Open it and check the store and a product page.

2. The dashboard marks the chosen address Primary. Keep the ownership TXT and CNAME in place and renew your domain with its provider on time.

3. If you edit DNS later and the connection stops, reopen Domains and use Check connection to identify what changed.

Manage my domains: https://shopwithnaija.top/dashboard?section=domains



Example of the completed setup. This is an example domain, not confirmation that another store domain is connected.

Fix a connection that is still waiting

• Ownership TXT missing: copy the complete value from the same domain entry in your own dashboard. Do not reuse a token from screenshots or another store.

- CNAME not visible: on Cloudflare choose DNS only and save. Check that your DNS provider did not append the domain name twice.
- Store not published: add a logo and an active product, then publish from My shops. A private draft cannot serve visitors on a custom domain.
- HTTPS pending: follow any extra certificate instructions shown and check again later. DNS changes and certificate checks are separate steps.
- No DNS editor at the registrar: use the company named in your domain nameservers. Buying a domain at one provider does not mean it manages DNS.

Ask the help assistant or support: https://shopwithnaija.top/support

Shopping and account security

Store and product pages use your connected domain. Customers can add multiple products to the shopping bag on the same page. Checkout transfers the selected product IDs and quantities to the main ShopWithNaija site, where prices, stock, account access and payment eligibility are checked again.

Sign-in, admin pages, support conversations and payment processing remain on ShopWithNaija. The domain connection never grants access to your domain provider account or to another shop.

Manage, renew or remove a connection

The dashboard shows ownership, DNS, HTTPS and activation progress, with the latest check and useful error messages. Two domain addresses can be saved per shop. A domain can belong to only one shop connection.

Keep your domain registration and DNS records current. Connection access stays with this store and cannot be transferred to a replacement store after deletion. A full refund or payment dispute removes or pauses connection access; contact support for a review. Your original ShopWithNaija shop address remains available. Unpublished, deleted, suspended or banned stores are not served through a custom domain.

To disconnect, type the complete domain name in the confirmation field. Public routing is disabled first. Certificate cleanup is retried if the provider is temporarily unavailable. After cleanup, connecting the domain again requires a new ownership proof. Contact support if you acquired a domain still connected to another account.

Admin suspension requires a recorded reason. Reopening a suspended connection requires fresh verification; it does not automatically restore the previous primary address.

ShopWithNaija

Terms and Conditions

The rules for using Shop With Naija to build a store, create with AI, buy products and get help.

1. About the service

Shop With Naija operates the ShopWithNaija online store builder at shopwithnaija.top. These terms apply to visitors, account holders, store owners and customers using the platform. Our contact is support@shopwithnaija.top.

We provide store-building, product-management, publishing, creative AI, shopping and support tools. Independent sellers supply their own goods and services. Unless a listing expressly identifies Shop With Naija as the seller, the seller named on the shop is responsible for that sale. A shop listing, email badge or identity check does not guarantee quality, honesty or delivery.

2. Accounts and account security

Give accurate details and use an email you can access. Confirm your email before using protected account features. Keep your password and email links private; do not share your account with another business. You must have the legal capacity and authority to enter the transactions you make or represent a business.

You are responsible for activity you authorise through your account. Tell support promptly if you suspect unauthorised access. We may require additional checks for payment access or security concerns. Creating replacement accounts to evade a restriction, impersonation and referral abuse are prohibited.

3. Your shop, products and content

Store owners must keep contact details, prices, stock, product condition, delivery information and claims accurate. Disclose used or refurbished items. Do not list illegal, stolen, counterfeit, unsafe or misleading products, infringe another person's rights, post private information without permission, or use the service for fraud, harassment or spam.

Only upload logos, photos and text you own or have permission to use. You retain your rights in your content and give us permission to host, process, resize and display it as needed to operate your shop and the features you choose. Publishing makes selected shop information public. Choosing Naija market visibility allows eligible products to appear in the shared marketplace. A draft may be visible to its owner while remaining unavailable to visitors.

Storefront improvements can apply to existing shops. Review your public shop after changing its content or design. Do not assume a preview, a saved draft or an AI result has been published.

4. Plans, prices and renewal

Free has no subscription charge. Pro is ₦15,000 for 30 days with 2,000 shared AI credits. VIP Growth is ₦60,000 for 30 days with 5,000 shared AI credits. Paid access begins after a confirmed payment. These are one-time purchases with no automatic renewal. Online purchases may be unavailable; do not send money to an unofficial account to bypass checkout.

Renewing the same plan adds 30 days after remaining paid access. A Pro-to-VIP upgrade starts immediately; remaining Pro time does not carry over. Choose Pro after an active VIP plan ends. Check your order summary before paying. Domain connection costs ₦3,500 once per store and is available on every plan. The connection fee does not buy or renew a domain. Domain registration and renewal, advertising, printing, team access and tools marked Coming soon are not included.

Platform selling fees on approved online checkout are Free 10%, Pro 5% and VIP 3%. Free reduces to 7% after six active months or ten qualifying shop referrals, as recorded for the shop. These are separate from a subscription price and any disclosed delivery, provider or other applicable charges. Check the displayed transaction total and terms before completing a purchase. Changes to future prices do not retrospectively change an already confirmed purchase.

5. AI credits, coupons and referrals

Credits are usage allowances, not money, savings or a right to withdraw cash. Eligible AI tools share the available balance; credits do not unlock every plan feature. Text generation costs 20 credits. Logos cost 50. Flyers cost 70 on Free or 50 on active Pro/VIP. Product design costs 80 on Free or 55 on active Pro/VIP. Free shop-planning and grammar help are separate from paid generations. The cost shown before creation applies to that request; if it changes, review the new cost before continuing.

Creating a new product design and then a flyer are separately charged actions. Uploading reference photos or reusing an existing saved design adds no generation charge. Failed generations return reserved credits. An unwanted but successfully completed result is not automatically a failed generation; contact support if the result is defective or a charge appears incorrect. Your legal rights remain unaffected.

Launch200 grants 200 credits to eligible accounts in their first ten days, once per account and IP address. A qualified referral earns 200 credits after the invited person verifies email and publishes their first shop with an active photographed product. Invitation codes belong in registration or Invite & earn, within the first seven days and before the first shop is published. Self-referrals and duplicate or artificial claims are prohibited.

Launch200 and referral credits expire seven days after being added. Paid-period credits expire with their applicable paid period; future renewal credits become available in their own period. Other grants show their expiry in your account. We may review or reverse rewards obtained by abuse and explain account restrictions through support.

6. Using AI results

AI can help plan a shop, improve grammar, write product descriptions and promotions, prepare growth and campaign plans, create logos, flyers and product concepts, and answer support questions. Features, plan requirements and service availability are shown in the dashboard.

Review every result before saving, publishing, manufacturing or sharing it. Check facts, spelling, prices, contact details, rights and suitability. AI may make mistakes, create similar results for different people or fail to reproduce an uploaded product exactly. A generated product concept is not evidence of a real manufactured item. Do not use a concept to misrepresent goods for sale.

Do not put passwords, card details, identity documents or other people's confidential information into AI prompts. Upload reference images only with permission. We do not promise exclusive rights, trademark clearance, guaranteed sales, or a specific creative outcome. Use the Privacy Policy to understand the services that process AI requests.

7. Seller checks and online payments

Payment setup is required to accept online payments. Sellers must provide accurate legal or registered business names, a working phone number, a full business address and required seller consent. CAC registration is an optional field for businesses without a registration number; it is not a substitute for identity or payment checks. Successful authorised identity verification and payout-account approval are required for payment access. An ordinary image-generating AI cannot authenticate government identity.

Use a payout account matching the reviewed person or business. Payment approval can be refused, suspended or reviewed for unresolved checks or risks. Do not ask customers to bypass a payment restriction. Availability of an identity provider or payment service may affect when checks can be completed.

Where enabled, Paystack splits payment between the seller and Shop With Naija. This is not escrow. Seller settlement follows Paystack's rules and can happen before delivery. Buyer receipt confirmation, a support case or an internal order hold does not stop or release Paystack settlement. We cannot promise to freeze money already settled. Never rely on a screenshot alone as proof of payment.

8. Orders, delivery and customer information

Customers must use their own verified account for protected checkout and supply correct contact and delivery information. A bag holds products from one shop at a time. Agree delivery cost, pickup arrangements and the expected delivery date with that seller before paying.

Sellers are responsible for available stock, fulfilment, lawful products, required customer service and refund obligations. Keep order records, communicate delays and only mark an order completed when appropriate. Customers should confirm receipt only after receiving the items. A payment or fulfilment status is a record, not a guarantee that every obligation has been met.

Use buyer information only for the order, necessary service and other lawful purposes. Private business exports can contain customer information. Keep downloaded reports secure and do not publish them or use them for unsolicited marketing.

9. Returns, payment problems and refunds

Contact the seller promptly about missing, wrong, damaged or misdescribed goods and keep the order reference, photos and messages. You can also use private support or Report a problem for investigation. Do not include passwords, card PINs or security codes in evidence.

A refund request is reviewed using the transaction, seller's disclosed terms, evidence, provider rules and applicable law. Submission of a report does not itself confirm a refund. Where a refund is approved, its completion and bank timing depend on the payment provider and financial institution. Sellers must cooperate with lawful refunds and dispute investigations, including resolving amounts attributable to their sales.

No blanket no-refund rule in these terms removes rights given by applicable consumer law. Nothing here excludes responsibility or remedies that cannot lawfully be excluded, or prevents a complaint to an appropriate regulator or court.

10. Ratings, reports and moderation

Product and seller reviews require a paid order linked to the reviewer's verified email and confirmation of receipt. Review only what you actually purchased. Sellers cannot review their own shop. Write honest, relevant feedback; do not fabricate purchases, exchange dishonest reviews or publish private information.

Reviews and blog comments may be checked for abuse before publication. A negative opinion alone is not a reason to reject a review. Risk signals, unusually low prices, report clusters and review patterns can prompt staff review; they do not by themselves prove fraud or guarantee an automatic ban. We may restrict a listing, shop or account when evidence or an urgent safety concern justifies it. Request a review through support if you believe a decision is mistaken.

11. Support, notifications and service limits

The AI assistant gives guidance after the separate AI-processing choice. A matter requiring account investigation, a refund decision or hands-on work can become a private support ticket. The app shows a reference and reply notices. A five-to-fifteen-minute response estimate is not a guaranteed response time.

Account, security, order and support notices may be necessary to provide the service. Optional guides and promotional messages have email preferences or unsubscribe controls. Downloads carry ShopWithNaija branding for source identification; a watermark is not certification or proof of payment.

We may maintain, update or temporarily limit the service for operational or security reasons. We do not guarantee uninterrupted availability, sales results or that any verification removes all risk. This does not reduce duties or remedies that apply by law.

12. Closing accounts, changes and questions

Contact support from your account email to request account closure, a correction, an export or a review of a restriction. Closing an account does not erase outstanding orders, lawful recordkeeping duties or unresolved disputes. Our Privacy Policy explains retention and privacy requests.

The date on this page identifies this published version. Significant changes will be communicated through an appropriate account notice or agreement step where required. Nigerian law applies, subject to mandatory rights that apply to your transaction. Contact support@shopwithnaija.top with questions; your right to seek independent advice or regulatory help is not restricted.

User guide: https://shopwithnaija.top/help

Privacy Policy: https://shopwithnaija.top/privacy

FCCPC consumer rights: https://fccpc.gov.ng/consumers/consumer-rights-responsibilities/rights-responsibilities/

Contract staff, seller levels and marketplace baskets

A marketplace basket may contain products from several independent vendors. One payment creates separate vendor orders; each vendor remains responsible for its fulfilment and agreed delivery costs. Paystack settlement is not conditional on delivery confirmation.

The contract-staff programme requires separate acceptance. Only eligible invitations made after joining count for cash rewards. One genuine vendor owner counts once. Self-referrals, duplicate accounts, invented products and circular purchases are prohibited. Cash referral rates are recorded when a referral qualifies. Each milestone incentive may be claimed once, as cash or the offered experience, never both. Public programme rules explain all thresholds and review steps. Staff rewards are not investments or guaranteed earnings. No fee is payable to join or release a reward.

Reward requests are reviewed for accuracy and abuse. The portal marks cash as paid after the main administrator records a completed transfer. Experiences and land require arrangements with the team; choosing them requires confirmation of the practical details. Chief Staff is programme recognition and does not create an employment contract. Contact support to challenge a decision.

Seller levels use completed purchases, verified reviews and the published criteria. They are separate from subscriptions and identity badges. Top Rated needs additional review. A 30-day improvement period applies before a performance-related downgrade. A rank does not guarantee any sale, product or delivery.

Staff rank targets use Shop Value (SV), a progress score calculated from eligible completed vendor sales at 1 SV per ₦1. Refunded and unresolved orders do not count. SV is not cash, cannot be spent or withdrawn, and is separate from AI credits and cash referral rewards.

Staff registration uses a separate staff profile with the shared ShopWithNaija account sign-in. Staff must confirm their email, accept programme rules, choose a public name and location and provide their own private Nigerian reward bank details. Government-ID verification is not required for staff membership. This exception does not apply to vendor payment verification. Chosen staff names, locations, introductions and earned ranks are public with agreement; bank details, contacts and cash totals are private. Staff reward bank details are self-declared and must be checked before manual payment. Staff invitation links and ordinary AI-credit referral links follow separate reward rules.

A staff application needs a recent real personal photo and admin approval before staff referrals or rewards activate. This does not validate a government ID. Weekly/monthly recognition requires at least 10,000 eligible SV in the completed calendar period. Ranking uses vendor sales before platform fees, excluding refunded orders, with disclosed vendor/product tie-breakers. AI may assist an anonymous performance explanation; it cannot override eligibility, approve an identity or set a prize. The admin chooses a prize before publication; no fixed weekly/monthly cash prize is promised. Each published prize can be claimed once, with manual fulfilment.

Staff cash withdrawals require an approved active staff account and saved bank details. The minimum is ₦1,000 for Starter staff and ₦5,000 for Bronze and higher ranks. Requests reserve the available cash balance and are manually reviewed and paid. Processing may take more than 24 hours; no guaranteed payout deadline is promised. Rejected requests release reserved earnings back to the available balance. A payment is recorded only after the main admin confirms an actual completed transfer.

Privacy Policy

What information Shop With Naija uses, why we use it, what becomes public and how to make a privacy request.

1. Who this notice covers

This notice explains personal information processed by Shop With Naija through shopwithnaija.top, its store pages and account services. Contact support@shopwithnaija.top with the subject Privacy request. Store owners also have responsibilities for customer information they receive and use in their own business.

2. Information we use

• Account information: name, email, phone, location/address, a protected password, verification and agreement records, and account-security records.

• Business content: store details, logo, colours, fonts, opening hours, social/contact links, saved building answers, product text, prices, stock, photos and selected marketplace visibility.

• Creative tools: your prompt, chosen products, uploaded references, generated results, request history, credit charges, refunds and expiry records.

• Orders and payment setup: business review details, customer contact and delivery information, items, amounts, statuses, provider references, plan purchases and receipt/review records. Card PINs, CVVs and payment passwords are not requested by our chat or ordinary forms.

• Support and safety: messages you send, ticket contact details, reports, evidence links, review/comment content, investigation records and staff actions needed to manage a case.

• Visits and security: page paths, broad device type, referring site, short campaign labels, approximate network-derived location, daily visitor hashes and information needed to prevent abuse. Network and hosting services also process connection details such as IP addresses.

3. Why information is used

We use necessary information to create and protect accounts, provide store and AI tools, process chosen services, fulfil orders, deliver support, manage credits and communicate about your account. Safety checks and proportionate service measurement help protect users and improve the service. Some records are retained for legal obligations, complaints or legitimate security and business purposes.

Where consent is the basis for an optional activity, you can decline or withdraw that consent. Separate AI-chat consent and email preferences provide choices for those activities. A privacy notice is information about processing; it is not a request to consent to every activity as one bundle.

4. Public and private information

Published shop details, selected contact information, product content and photos are public. A directory listing or marketplace choice can make them discoverable from other pages. Approved reviews and blog comments may show a display name, rating, text and date. Do not publish private addresses, customer information or documents in these areas.

Unpublished projects, AI result pages, support tickets, account details and business exports require appropriate access. Sellers receive the buyer information needed for their own orders, including contact or delivery details supplied at checkout. A downloaded report is outside the protection of your account session, so store and share it carefully. Private moderation evidence and staff working notes are not public reviews.

ShopWithNaija

5. Services that help us

Resend sends account, support and business email. Cloudflare provides network protection, email routing and photo/file storage. Vultr hosts the application and database. Paystack processes enabled payments and related seller account checks. These providers process information needed for their part of the service.

Google Gemini provides shop-writing and grammar suggestions and may process supplied business answers and a logo. OpenAI provides image creation, such as logos, flyers and product concepts. The support assistant can use OpenAI or Gemini after its separate processing notice. Public listing text may also be analysed to help staff review inconsistent or suspicious products. AI flags are review signals, not findings of fraud.

An authorised verification service processes identity information when a seller uses an available identity-verification flow. That service may request identification or a selfie as described in its own notice. Our identity integration keeps a verification result, name, reference and protected matching identifier rather than publishing government ID numbers. Do not send identity documents to ordinary chat.

We do not sell personal information. We may share necessary information with a seller for their order, authorised support staff, service providers, advisers or competent authorities when there is a lawful reason. Provider infrastructure may be outside Nigeria. Ask us about the destination and applicable safeguards for processing relevant to your request; this notice does not claim every provider stores data only in Nigeria.

OpenAI privacy information: https://openai.com/policies/privacy-policy/

Google privacy information: https://policies.google.com/privacy

Paystack privacy information: https://paystack.com/privacy

6. Cookies, saved browser data and visits

A secure session cookie keeps you signed in. Browser storage may retain a shopping bag, a registration invitation, short-lived campaign information, progress or help-chat state. Clearing it can remove those conveniences and may require you to sign in again. Do not use a shared device for private account work without signing out.

Our visit report uses daily hashes rather than storing raw IPs in that report. It excludes full referral URLs, private admin paths, exact GPS and full query strings. Approximate location comes from trusted network information when available. Browser Do Not Track or Global Privacy Control disables this visit collection. This is separate from connection processing or security logs at network/hosting providers. We do not use this notice to claim that every possible browser or provider cookie is absent.

7. How long information is kept

Account, shop, product, AI-result and transaction records are kept while needed to provide your services and handle lawful records, security or disputes. There is no promise that all information disappears immediately when a shop is unpublished or an account is closed. Contact us for the retention that applies to a particular record and for deletion requests.

The application's detailed traffic records are scheduled for removal after 30 days. Sent or cancelled support-mail queue records are scheduled for removal after 30 days. Contact details, report narrative and evidence links in resolved or dismissed abuse reports are scheduled for removal after 180 days. AI daily-usage counters used for rate protection are cleaned after 90 days. These are record-specific schedules, not a universal deletion period for tickets, orders or provider copies.

Short-lived verification links, session expiry and promotional credit expiry have their own purposes; expiration does not automatically delete every related audit record. Necessary backups, legal holds and security records may remain for a justified period. You can ask which records remain and why.

8. Email and AI choices

Use the preferences or unsubscribe link in optional guide and promotional emails to change those messages. Necessary account, security, payment and support emails continue where needed to provide the service. Company messages may be processed through our email providers and delivery records.

You can choose human support instead of consenting to AI chat. For creative or writing tools, sending a request processes the information you provide with the relevant AI service. Keep prompts limited to the business facts needed. An external AI tool you choose separately has its own privacy rules; share the public guide with it instead of private account files.

9. Your privacy rights

Depending on the applicable law and circumstances, you may request access to information about you, correction, deletion, a portable copy, restriction or objection to processing, and withdrawal of consent where processing relies on consent. You may also complain to the Nigeria Data Protection Commission. These rights are subject to lawful limits, including records needed for a dispute or legal obligation.

Email support@shopwithnaija.top from your account email, explain the request and identify the relevant records. We will use proportionate checks to protect your information; do not send a password or government ID into ordinary chat. Store owners can download their business records from Business downloads in the dashboard. For other information, a restricted account or a deletion request, contact support. We explain any lawful reason that prevents a requested action.

Nigeria Data Protection Commission: https://ndpc.gov.ng/

ShopWithNaija

10. Security, children and updates

We use access controls, protected passwords, restricted staff permissions, secure connections and other safeguards appropriate to the service. No website or downloaded file can be guaranteed completely secure. Report suspected exposure promptly and avoid posting another person's private information.

The service is intended for people able to lawfully operate an account or transact, not for collecting children's information. Do not knowingly submit a child's sensitive data without the appropriate authority and lawful basis. Contact us if you believe such information was submitted improperly.

The date on this page identifies this notice version. Changes to purposes or optional choices will be explained through an appropriate notice where needed. Contact support@shopwithnaija.top for questions about this policy or a specific processing activity.

Terms and Conditions: https://shopwithnaija.top/terms

User guide: https://shopwithnaija.top/help

Contract-staff and seller-performance records

For programme members we record acceptance, referral attribution, qualifying vendor and product totals, completed sales, rank progress and reward claims. Their portal shows referred vendors' display names and aggregate activity, not private customer details. Approved staff reviewers may inspect programme records; only the main administrator can record cash fulfilment and sensitive rank decisions.

Seller-level calculations use order completion, distinct customers and approved purchase reviews. Public shop pages may display the seller level. Private dashboards show the underlying totals. Reward reviews and completed-payment references are retained for operational records, dispute handling and fraud prevention. Contact support with a data or correction request.

Staff choose a public name, location and optional introduction and explicitly agree to their publication with earned rank badges. Staff bank name, account holder and number are collected privately for rewards. The account number and holder are encrypted, the normal portal shows only the bank and last four digits, and only the main admin can reveal the protected snapshot for a requested cash reward. Such access is logged. Changing bank details while a cash request is pending requires support. Optional AI journey help sends rank totals and targets to Google Gemini after the separate choice, excluding names, bank information and contact details. You may request that staff membership and its public profile be paused through support.

Staff must upload a recent real photo and declare that it is their own. The photo is reviewed by an authorised admin before programme approval. Pending photos require owner or authorised-review access; approved public profiles show the photo and agreed performance totals. This is not government-ID validation or automated biometric matching. Staff recognition uses eligible weekly/monthly sales and referral activity; at least 10,000 SV in the award period is required. AI-assisted summaries receive anonymous numeric performance only, never names or photos. Recorded activity determines eligibility; an administrator reviews and sets prizes before publishing. Contact support to ask for review or correction of a selection.

When an administrator publishes staff recognition, the chosen public name, photo, award period, reviewed performance and announced prize are public. Private bank details, transfer references and payment history are not included in published recognition.

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