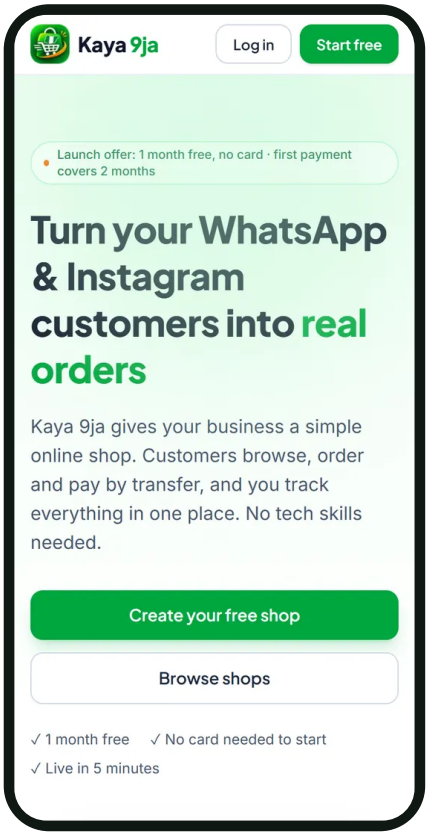
How to shop on Kaya 9ja

Large-screen quick guide. Full instructions: kaya9ja.ng/help.

Screens show examples; shop details, prices and available options may differ.



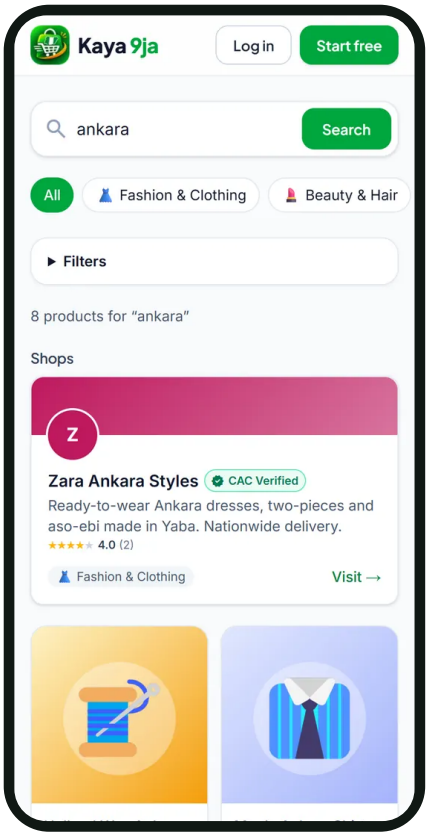
Example screen

STEP 1

Find a shop

Browse shops from your phone

Open kaya9ja.ng to browse shops and categories. Follow a seller's shop link or scan their QR code. You can order as a guest; a shopper account is optional.



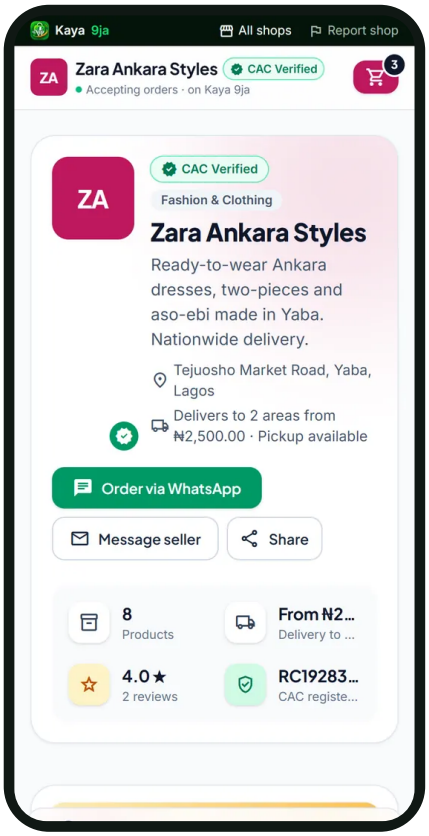
Example screen

STEP 2

Search products

Find the item you need

Use Search to look across shops. Refine results with the available category, price, colour and verification filters. Open a product to check its current price and details.



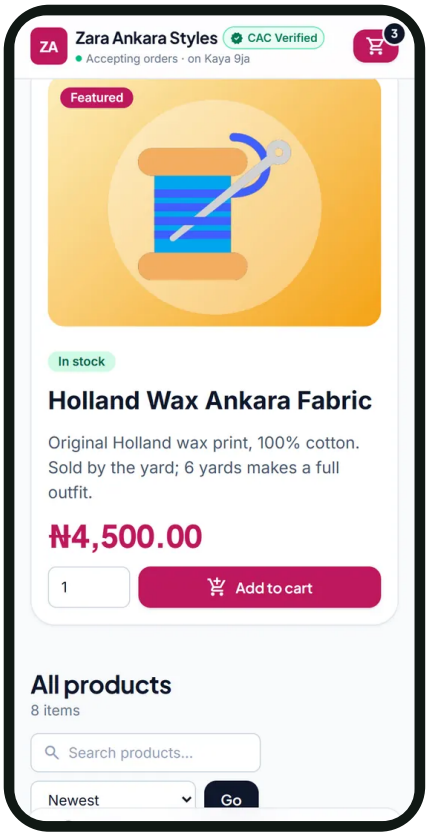
Example screen

STEP 3

Visit the shop

Check who you are buying from

Read the shop details, reviews, contact information and return policy. A Verified badge means documents were checked; it does not guarantee every transaction. Message the seller if anything is unclear.



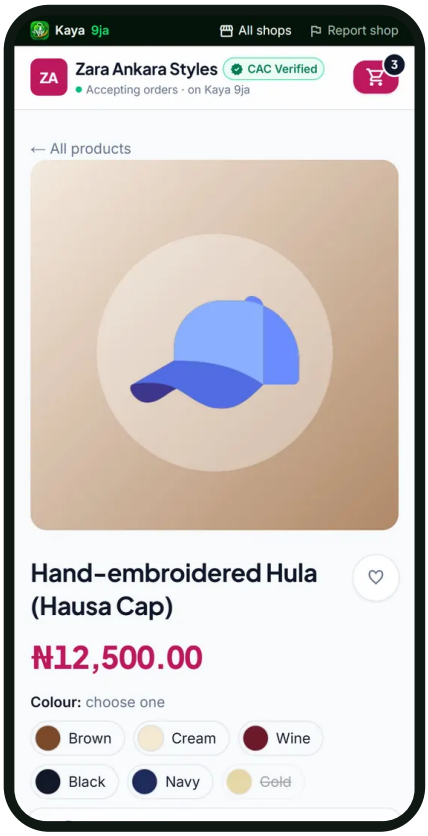
Example screen

STEP 4

Browse products

Compare items before adding to cart

Browse the shop’s products and open an item for its description, photos, stock and price. Items from different shops are ordered separately from each seller.



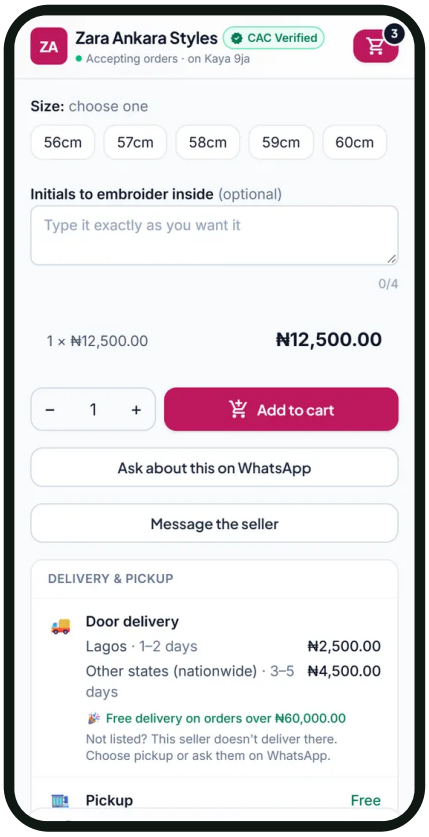
Example screen

STEP 5

Choose your item

Check the price and availability

Read the description and check any pre-order notice or ready date. Choose the quantity you need, then add the item to your cart. Ask the seller about details before paying.



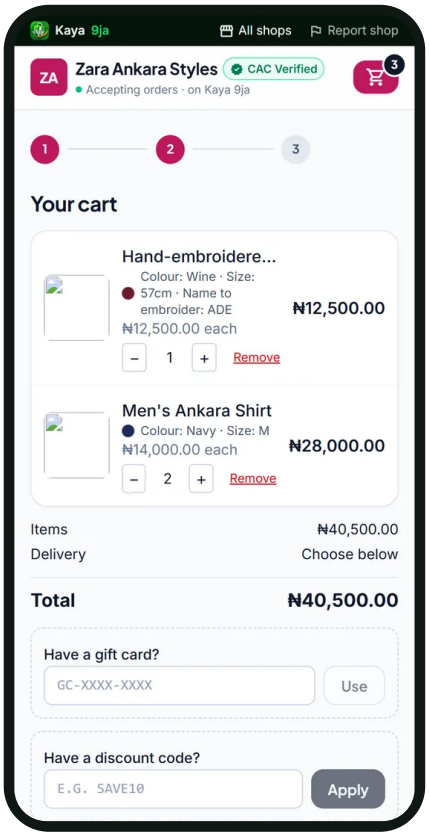
Example screen

STEP 6

Colours and options

Choose the right size or variation

Select available colours, sizes and other options. Some choices add an extra charge; check the updated total. If requested, enter custom details such as a name or message.



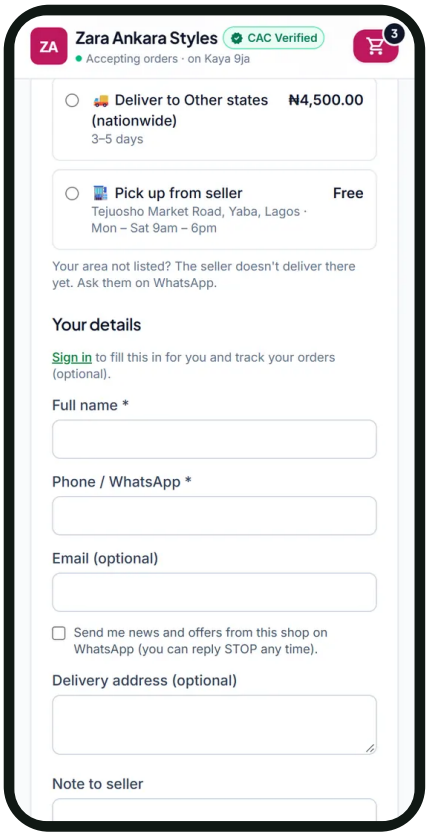
Example screen

STEP 7

Your cart

Review your items and total

Check quantities, selected options and prices. Enter a valid discount or gift card code if you have one. Prices and availability are checked again when you place your order.



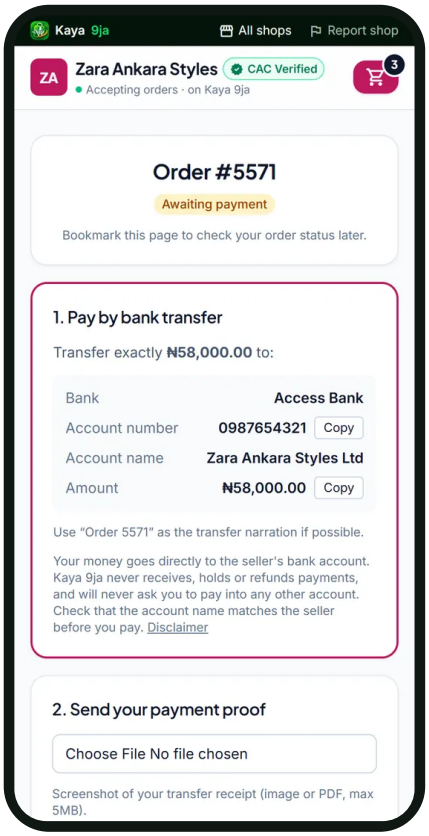
Example screen

STEP 8

Checkout

Choose delivery or pickup

Enter your name, phone and delivery address. Choose a delivery zone, or pickup if offered, and review the fee and total.
Pay-on-delivery options appear only where the seller offers them.



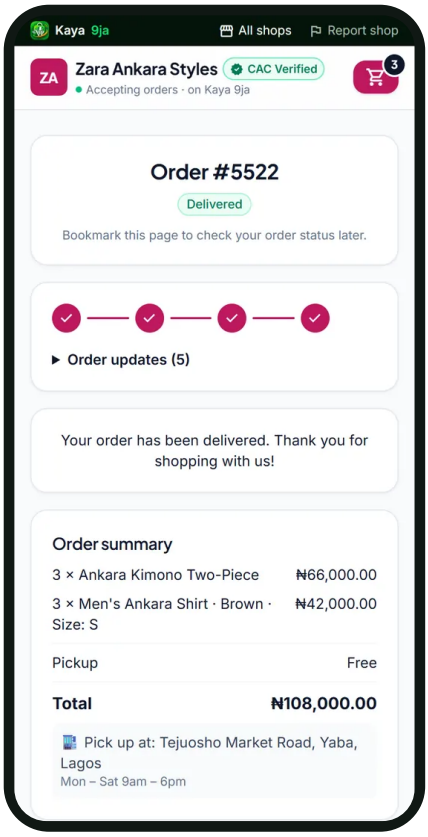
Example screen

STEP 9

Pay the seller

Transfer directly and upload your receipt

Use the bank details and amount on your order page. Check the account name before paying, use the order number as narration, then upload your receipt. The seller confirms after checking their bank. Keep your private order link.



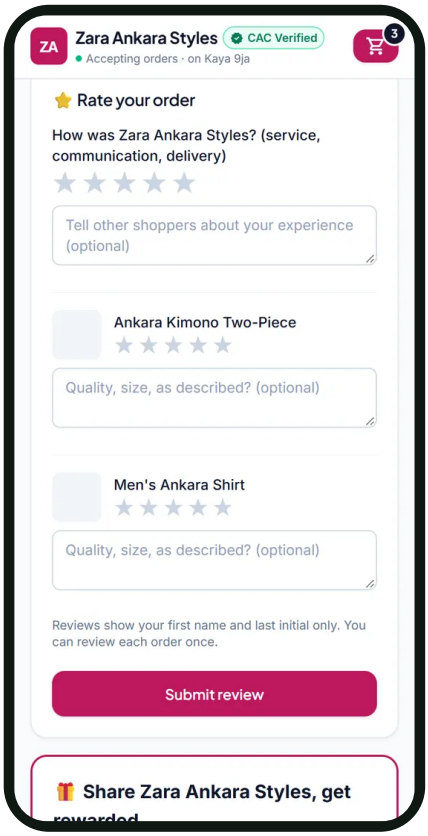
Example screen

STEP 10

Track your order

Follow confirmation, dispatch and delivery

Open the original order link to see updates and courier details when provided. Use the order message box or the shop's WhatsApp button to contact the seller. Do not share private order links publicly.



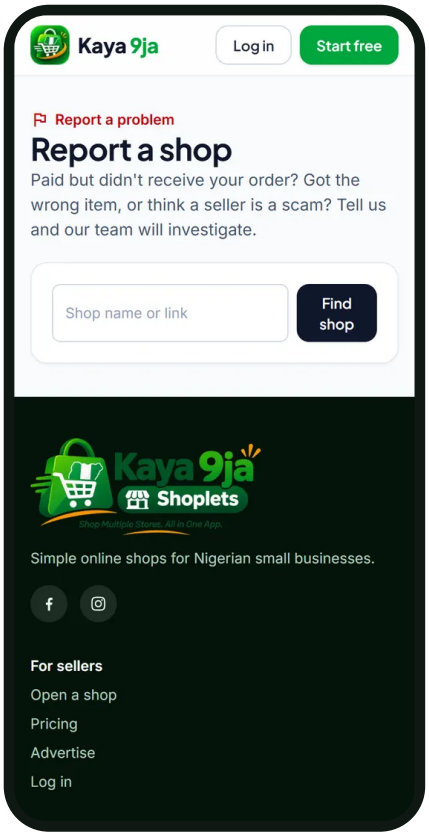
Example screen

STEP 11

Leave a review

Share your experience after delivery

When your order is delivered, open its page and choose Rate your order. Rate the shop and products, add a helpful comment and submit. Reviews show your first name and last initial.



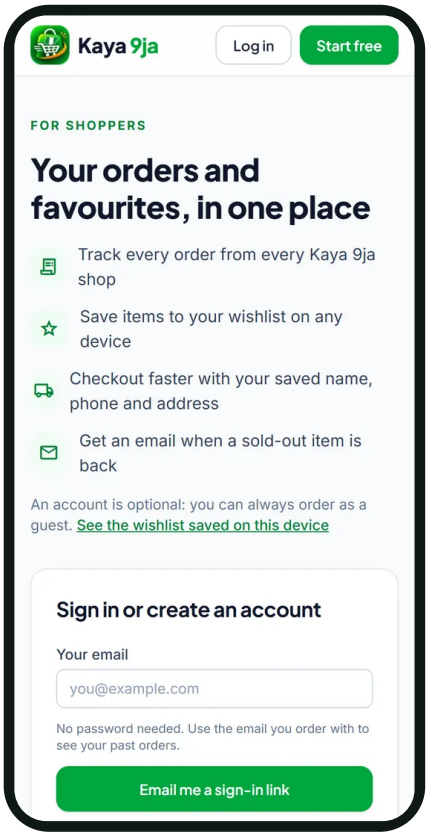
Example screen

STEP 12

Report a problem

Tell the seller and ask for help

Contact the seller about an order or return first. To report a problem, use Report shop or the report link on your order. Describe what happened and attach relevant evidence. Keep your reference number for follow-up.



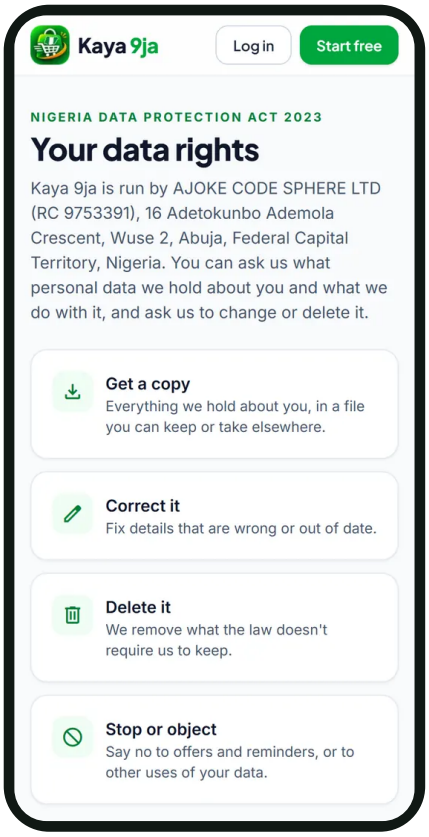
Example screen

STEP 13

Your account

See orders, addresses and favourites

Tap My orders and sign in using an email link or an available social sign-in button. Use the same email as your orders. Save addresses and keep a wishlist across your devices.



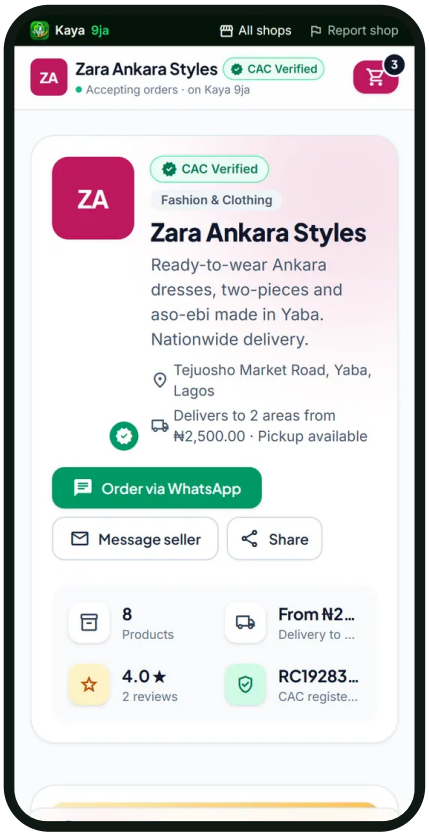
Example screen

STEP 14

Your data

Download a copy or request deletion

In your account, open Your data to download your information or delete your account. If you cannot sign in, visit kaya9ja.ng/privacy to make a request and confirm your identity.



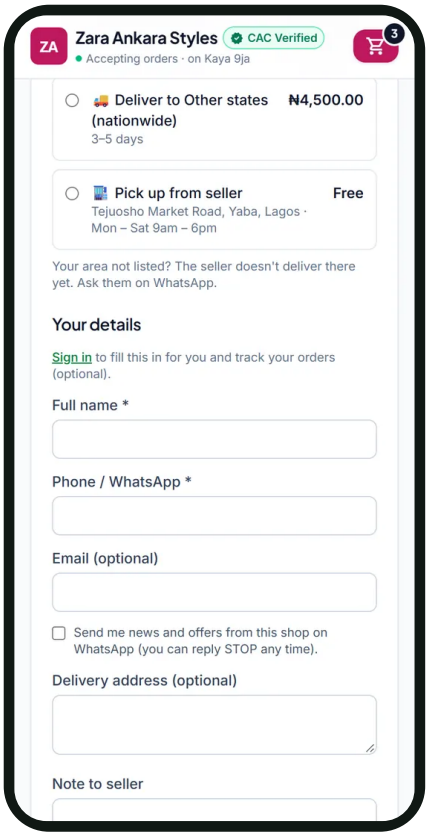
Example screen

STEP 15

Unavailable links

Check the link and find your way back

Ask the seller for their current shop link. An unknown shop opens the seller landing page with a notice. For missing products, use Back to shop. For orders, use the complete private link from your original message.



Example screen

STEP 16

Payment options

Check what your chosen seller accepts

Some shops offer online card or USSD payment through their own Paystack account, or payment on delivery or pickup. Kaya 9ja Retails does not hold your order payment. Check the total and selected method before paying.

Need help? Contact your seller for order questions, or visit kaya9ja.ng/contact. Read the full guides at kaya9ja.ng/help. Keep order, message and report links private.