



Re: Your Inquiry About Shipping Times



me 19:48

to aluedeesohe1 ▾



Hi Emmanuela,

Thanks for reaching out! I'd be happy to clarify our shipping times for you.

For standard shipping within Nigeria ,most orders arrive within 5-7 business days after being shipped. For expedited shipping, you can expect delivery within 2-3 business days. Please note that these timeframes don't include processing time, which is typically 1-2 business days.

You can also find more detailed information on our shipping policy page [here](#).

If you have a specific order number you'd like me to check, please provide it, and I'll give you a more precise estimate.



Your Refund for Order #12345 Has Been Processed



me 19:45



to Princeegwuekwe.chinaza ▾

Hi Prince,

This email confirms that your refund for order #12345, placed on the 1st of May 2025, has been successfully processed. The amount of 50,000 should appear in your account within 3-5 business days, depending on your bank's processing times.

You'll see the refund listed on your statement as Jumia or Prince. If you don't receive the refund within the specified timeframe, please don't hesitate to reach out.

We appreciate your patience and understanding.

Best regards,



Here are Some [Product
Category] Recommendations for
You!



me 19:53



to Christopherchinedu5050 ▾

Hi Chinedu,

It's great to hear from you! Based on your interest in pushing our HSP sunscreen, I have a few recommendations I think you'll love.

For your needs, I highly suggest considering our Papaya HSP sunscreen, it's known for its mild sensation and less skin reaction making it perfect for your skin condition. Another excellent option is the B+ sunscreen. This one offers easy application and is very popular for not leaving white cast.

You can learn more about both products and compare their features on our website. I hope these suggestions are helpful! Let me know if you have any more questions or would like further recommendations.



Following Up on Updates Regarding your order



me 19:57

to Princeegwuekwe.chinaza ▾



Hi Prince ,

I'm following up on our recent conversation about your recent order.

I wanted to let you know that we've identified the root cause of the issue and our team is working on a fix.

If you still have any concerns or if there's anything else I can assist you with, please don't hesitate to reply to this email. We're always happy to help!

Thank you,

Lisa

Customer Care Team



Re: Having Trouble Logging In? We Can Help!



me 19:55



to Christopherchinedu5050 ▾

Hi Chinedu,

I understand you're having trouble logging into your account. No worries, we can definitely get this sorted out for you!

First, please try resetting your password .Sometimes a simple password reset can resolve login issues.

If that doesn't work, could you please confirm the email address associated with your account? This will help me locate your profile and investigate further. Also, let me know if you're receiving any specific error messages when you try to log in.

We're here to help you get back into your account as quickly as possible.