

Ujama Marketplace FAQs

1. What is Ujama?

[Ujama](#) is a mobile platform where communities connect, communicate, and collaborate.

Ujama offers simple commerce tools that make it easy to sell products and services to our growing community. Ujama supports our community's desire to "shop small, shop local."

2. How is Ujama beneficial to sellers?

[Ujama's Marketplace](#) enables farmers, vendors, and microbusinesses to electronically sell their products and services to more buyers in their community.

In the context of COVID-19, Ujama helps promote safety by facilitating transactions in a simple, healthy, cash-free and contactless manner.

3. How is Ujama beneficial to buyers?

Ujama provides convenient online access to local sellers on your phone. Ujama's intuitive interface helps save buyers time by pre-paying and picking up their ready-to-go orders.

4. Do buyers get home delivery of their order?

In Ujama, sellers can choose to offer pickup and/or delivery options to their customers.

5. Do buyers still get to shop for their favorite products?

Buyers can shop from an array of products posted by a seller. Buyers can browse and shop items and make payments directly to the seller using their in-app payment options.

6. Does the buyer pay for the produce while placing your order?

Yes. All orders placed on the app are orders that a buyer has paid for.

7. How do buyers make payments?

Buyers make in-app payment on their phone using their credit and debit card options. Payments made are directly deposited to sellers' bank accounts. Please note that payments made by card can take up to 10 days to deposit (usually 2 to 3 days).

8. Does the seller have to pay any processing or maintenance fee for the orders?

No. For a limited time, [Ujama](#) is a free mobile app for all (buyers and sellers alike) available for iPhone and Android.

9. Is there a difference in price quoted and the amount received by the seller?

No. The seller receives the exact same amount as quoted on Ujama.

10. Who pays the payment processing fees?

The buyer. At checkout the customer is charged an additional payment processing fee on the total amount on each order for credit card payments. (Please note that Ujama does not make money on payment processing fees).

11. Does Ujama make money on transactions?

For a limited time, Ujama is providing the commerce tools for free with no transaction fees.

12. I'm concerned about orders for which customers do not show up for pick up?

During checkout while paying for an order, buyers accept responsibility for picking up their pre-paid orders at the specified location.

13. How can we help you?

Ujama is constantly working to improve your experience. If you have any questions or feedback please email us directly to ceo@ujama.co.