



Everything you need to shop on ASMATA

A practical guide to finding products from verified Anambra traders, paying safely, and getting help when something goes wrong.



A practical guide for shopping on ASMATA

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A simple rule

Keep this guide handy when you shop. The important thing is to know who you are paying, what protection applies to the order, and where to ask for help.

1. What is ASMATA?

ASMATA is an online marketplace that helps shoppers find products offered by traders in Anambra markets. You can browse products, compare listings, add items from different shops to your cart, place an order, choose delivery or pickup, make a supported payment, and track what happens next.

The trader remains the seller of the goods. ASMATA provides the platform and the processes around the order, payment options, support, and reviews.

The marketplace can show information such as a trader's shop, market, contact details, product photos, price, stock status, and trust badge. That information helps you decide what to buy, but you should still read the listing carefully before ordering.

The goal of this guide is simple: know what ASMATA does, know what it does not do, and know what to do if an order does not go as expected.

What ASMATA is not

- We are not the seller. The trader or shop listed on the product is the seller responsible for the goods.
- We do not stock goods. ASMATA does not keep every listed product in a warehouse waiting to be shipped.
- We do not set prices. Traders choose their own product prices. Prices, availability, and product details can change.

Tip

Before you pay, check the product name, options such as size or colour, quantity, price, shop, and delivery or pickup choice.

2. Creating your account

An account lets you place orders, see your order history, track orders, leave eligible reviews, and contact support about your orders.

- 1 Open ASMATA and choose Sign up.
- 2 Enter your details and create your account using a phone number you can access.
- 3 Verify your account if ASMATA asks you to complete a verification step.
- 4 Log in and check that your profile information is correct before placing an order.

Why your phone number matters

Your phone number helps connect your account to order communication and support. Use a number you can actually receive calls or messages on. If a trader or support team needs to reach you about an order, an accessible number makes that much easier.

Safety

Do not share your password or one-time verification code with a trader, delivery person, or anyone claiming to be support. If someone asks for a code, stop and verify who you are speaking with.

3. Finding products

There is more than one way to find something. Use whichever route makes sense for what you already know.

1. By market

Choose a market to see products and shops associated with that market. This is useful when you prefer to buy from a particular market.

2. By category

Browse categories such as clothing, electronics, food items, beauty products, or other available groups. Categories are useful when you know the type of item but not the trader.

3. By shop

Open a shop page to see the trader's listed products, shop information, contact option, and available trust badge.

4. By search

Use search when you already have a product name or keyword in mind. Try a more specific word if the first search gives too many results.

Filters

- Use the available market, category, price, availability, or other filters to narrow the results.
- Check the product page after filtering. A filter helps you find listings; it does not replace reading the listing.

Tip

If two listings look similar, compare the shop, market, price, options, stock status, and trust badge before choosing one.

4. Trust badges

Trust badges give you extra information about the trader behind a listing. They do not mean a product is guaranteed to be perfect, and they do not change who the seller is.

KYT Verified

The strongest ASMATA verification level. The trader submitted NIN, rent receipt, selfie, and NEPA bill, and these were reviewed by ASMATA.

Verified

The trader is a member of a market association. This confirms the stated association membership, not that every product claim is guaranteed.

Sponsored

The trader paid for placement or visibility. The product is still from a real trader, but the badge is about paid placement, not verification strength.

Remember

A badge is one piece of information. Still read the product description, check the seller, and use the payment method that gives you the protection you want.

5. Adding items to your cart

Once you find something you want, adding it to the cart is straightforward.

- 1 Open the product page.
- 2 Choose any required options, such as size, colour, model, or other available variation.
- 3 Choose the quantity you want.
- 4 Select Add to cart.

Your cart groups items by shop. This helps you see which products are coming from which trader before you check out.

Tip

Look through the cart before checkout. Make sure the shop, item, option, quantity, and price are what you intended.

6. Checkout: delivery or pickup

At checkout, choose whether you want the order delivered or picked up. Read the final order summary before you place the order.

Delivery

The delivery fee is calculated as a percentage of the order subtotal, subject to a minimum and maximum fee. The amount shown at checkout is the amount that applies to that order.

Pickup

Pickup has no delivery fee. You collect the order using the pickup instructions shown for the order or provided by the trader.

Important

You cannot change the delivery or pickup method after ordering. Choose carefully before you confirm the order.

Before placing the order, check:

- The products and quantities are correct.
- The delivery or pickup method is correct.
- The total amount is what you expect.
- The payment method shown is the one you intend to use.

7. How to pay — Escrow vs Direct

ASMATA supports two payment approaches for eligible orders. The important difference is who holds the money and whether ASMATA protection applies.

Escrow

- You pay ASMATA.
- ASMATA holds the money while the order is being completed.
- After you receive the order, the payment is released according to the platform's process.
- A small protection fee applies.

Direct

- You pay the trader directly.
- There is no escrow protection fee.
- ASMATA protection does not apply to a direct payment.

Important payment rule

Direct payment is only available for pickup orders. Delivery orders must use escrow.

If you choose direct payment, make sure you are paying the trader connected to the correct shop/order. Keep your payment evidence until the order is completed.

Safety

Never send a payment to a different personal account because someone tells you to 'fix' an order. If something looks different from the checkout information, pause and contact support.

8. Tracking your order

Open your order to see its current status. The order status tells you where the order is in the process; the payment status tells you what is happening with the money.

Order statuses

Status	What it means
Pending	The order has been placed and is waiting for confirmation.
Confirmed	The order has been accepted for processing.
Preparing	The trader is preparing the items.
Ready for pickup	The order is ready for you to collect.
Out for delivery	The order is with the delivery process and is on its way.
Delivered	The delivery has been marked as delivered.
Picked up	The order has been collected by the buyer.
Cancelled	The order has been cancelled.
Failed	The order could not be completed.

Payment statuses

Status	What it means
Pending	Payment has not yet been completed or confirmed.
Processing	The payment is being processed.
Paid	Payment has been successfully recorded.
Failed	The payment attempt did not complete successfully.
Refunded	Money has been returned through the applicable refund process.

Cancellation

You can only cancel while the order is still Pending. Once the order moves beyond Pending, cancellation is no longer available through the normal cancellation action.

9. Leaving a review

Reviews are for people who actually bought the item. This helps keep reviews connected to real orders.

- Only customers who bought the item can review it.
- Write about the product you received and your actual buying experience.
- Reviews are moderated before they become public.
- Publication can take up to 48 hours.

Tip

A useful review is specific. For example, mention whether the item matched the description, whether the size or option was correct, and what you actually received.

10. If something goes wrong

Problems can happen in any marketplace. Keep your order number, payment evidence, photos, and messages. They make it much easier to investigate what happened.

A. I paid but the order still says Pending

- 1 Open the order and confirm the payment status.
- 2 Check that you paid the correct order and amount.
- 3 Keep the payment receipt, reference, or transaction screenshot.
- 4 Give the payment a little time if it is still processing.
- 5 If it remains unresolved, open a support ticket and attach the payment evidence.

B. I received the wrong item

- 1 Do not throw away the packaging or labels.
- 2 Take clear photos of the item you received.
- 3 Compare the item with the order details and selected options.
- 4 Contact the trader through the shop page and explain the mismatch.
- 5 If it is not resolved, open a support ticket and attach the photos and order information.

C. The item is not as described

- 1 Save the product page details and take photos of what you received.
- 2 Write down the specific difference between the listing and the item.
- 3 Contact the trader and ask for a resolution.
- 4 If you paid through escrow and the matter is eligible for ASMATA protection, contact support promptly with your evidence.

D. Delivery never arrived

- 1 Open the order and check whether it is still Preparing or Out for delivery.
- 2 Check any delivery information shown on the order.

3 Contact the trader if the delivery is delayed or unclear.

4 If you still cannot resolve it, open a support ticket with the order number and your delivery details.

E. The trader says they didn't receive my payment

1 Check the payment status in your order.

2 Confirm the amount, recipient, and transaction reference.

3 Do not pay a second time just because someone says the first payment is missing.

4 Send your payment evidence through a support ticket so the transaction can be checked.

Direct payment

If you paid directly to a trader, ASMATA protection does not apply. Keep your payment evidence and contact the trader first; support can still help you report the issue.

11. Getting in touch

When you need help, choose the route that matches the problem.

1. Open a support ticket

Use a support ticket when you need ASMATA to look into an order, payment, delivery, review, or platform issue. Include your order number and a short explanation. Add screenshots or receipts when they are relevant.

2. File a report

Use the report option when you need to flag a listing, trader, message, or other marketplace issue for attention. Say what happened and provide evidence where possible.

3. Call the trader directly from the shop page

For ordinary questions about stock, product options, pickup arrangements, or other seller-side details, you can call the trader using the contact option on the shop page.

Tip

For payment disputes, suspected problems, or anything that could affect your order, keep the conversation and payment evidence. Do not delete receipts or important messages until the issue is resolved.

The easiest way to get useful help is to give three things: your order number, what happened, and evidence such as a receipt or photo.