Grow Your Business with Chalride



AI-generated Chalride-branded imagery for illustration.

Business proposal - indicative commercial information

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A practical partnership proposal for restaurants, shops and service businesses in Kenya. Bring your catalogue closer to customers and coordinate orders, pickup and fulfilment through Chalride.

Rates below are repository defaults as at 24 October 2026, not a live quotation. Admin settings, city, route and service can change the applicable charge. Review the rate shown before accepting each transaction. No sales, job volume or earnings are guaranteed.

The opportunity

Chalride brings local rides, food and store delivery, parcels, errands and community listings into one platform. A vendor can reach customers browsing its area, present products clearly and manage incoming orders. Participation can broaden discovery, but demand and sales depend on location, catalogue, stock, price and service quality.

What your business can do

Submit business verification, maintain a catalogue, respond to orders, coordinate preparation and pickup, review transactions and request eligible withdrawals using verified account details. Choose local coverage or nationwide discovery. For nationwide fulfilment, enable your own fixed-rate business shipping and publish estimated delivery days. Optional marketplace listings are a separate service.

A typical customer order

A customer selects a store and items, checks charges and confirms the available payment method. The vendor reviews the order, prepares and securely packages it, then coordinates pickup and confirms handover. A supported rider delivers locally, or the vendor fulfils its enabled shipping arrangement. Keep references for reconciliation and support.

Understand the economics

Example at the default 10% store commission: KES 1,000 product sales less KES 100 commission leaves KES 900 before refunds, taxes and other disclosed adjustments. Packaging is excluded from the store commission base. Delivery is a separate charge; do not count delivery fees as store revenue. There is no promised monthly sales target or return on investment.

Store and rider commission

Default store commission: 10% of product value, excluding packaging. Default delivery rider commission: 10% of the delivery fare. Default ride / errand rider commission: 10% of the accepted fare. Default parcel terminal commission: 10%; terminal shipping charges are entered by the agent. These are distinct commission bases; do not add all four percentages to one transaction.

Store delivery prices (KES)

Local distance limit: 4 km. Default local / beyond-local delivery: 60 / 120. Nairobi: 120 / 220; Mombasa: 100 / 180; Kisumu: 80 / 150; Nakuru: 80 / 150; Eldoret: 70 / 130. A business arranging nationwide shipping sets its own fixed charge and estimated days; these are separate from platform local delivery.

Parcels and errands (KES)

Parcel base: 80 local (up to 4 km), 250 farther; routes beyond 10 km use terminal options. Size add-ons: small 0, medium 30, large 60, fragile 60. Cash-on-delivery add-on: 20; insurance-labelled add-on: 50 where offered. Errand defaults: service 200; insurance-labelled add-on 50; standard transport base 50 plus 20/km; corridor minimum 50 and 9/km; off-road 25/km, with 0.5 km included at each end and corridor connection radius 2 km. Eligibility and route calculation come from the app. An insurance-labelled fee is not a promise of a specific policy or cover; confirm insurer, cover and exclusions before purchase. Rides use the fare proposed and accepted in the app; this document sets no fixed ride tariff.

Optional marketplace services (KES)

Default listing fee: 200 in each configured category (services, stays, vacant rooms, cars, boda bodas, electronics, household items, land, businesses and houses), also 200 for other / legacy categories. Seller-number access: 20. Quick Sale upgrade: 50. These are separate marketplace purchases, not a mandatory vendor enrolment or rider joining charge.

Your launch checklist

Prepare owner identity and face photo, storefront photo, location coordinates, contact and M-Pesa details. Registered businesses add registration documents; provide relevant trading permits. Submit at chalride.com/become-a-vendor. After review and account linkage, confirm your catalogue, product and packaging prices, stock, opening hours, payout account and delivery coverage before going live.

Standards that protect your business

Keep stock and prices current, use photos you may lawfully publish, pack securely and communicate delays early. Fulfil only lawful products and maintain food hygiene where relevant. Keep customer information private. Review the Vendor Partnership Agreement, privacy policy and in-app charges before participation.

Next step and support

Read the vendor agreement at chalride.com/partners/vendor-agreement, then apply at chalride.com/become-a-vendor. Contact +254 700 509516 or chalride.com/support to discuss your town, business type and fulfilment plan. Approval, service coverage and final commercial terms must be confirmed by Chalride.