

## **Express Delivery T's and C's**

### **1. Service Availability:**

Express Delivery is available on weekdays, excluding weekends and public holidays. Delivery times may vary depending on the customer's location and local delivery capabilities.

### **2. Eligibility:**

Customers must select the "Express Delivery" option at checkout to utilize this service. Express Delivery is subject to product availability and delivery feasibility.

### **3. Delivery Charges:**

A delivery fee of R65 will be applied for Express Delivery. This fee is non-refundable and may be subject to change without prior notice.

### **4. Order Cut-off Time:**

Orders eligible for Express Delivery must be placed before 11 am on a weekday. Orders placed after this time will be scheduled for the next available delivery slot.

### **5. Product Restrictions:**

Certain products may not be eligible for Express Delivery due to size, weight, or other factors.

Customers will be notified during the checkout process if a product is not eligible for Express Delivery.

### **6. Delivery Window:**

While we strive to deliver within the specified timeframe, unforeseen circumstances (e.g., traffic, weather) may affect delivery times.

We cannot guarantee specific delivery times but will make our best effort to meet the agreed-upon schedule.

### **7. Payment:**

The delivery fee for Express Delivery will be added to the customer's total order amount during checkout.

Payment for the order, including the delivery fee, must be made in full before the order is dispatched.

### **8. Cancellation and Refunds:**

Express Delivery orders cannot be canceled or refunded once they have been processed and dispatched.

Refunds will be issued only in cases of non-delivery or damaged products, subject to our standard refund policy.

### **9. Service Updates:**

We reserve the right to modify, suspend, or terminate the Express Delivery service at our discretion.

Any changes or updates to the service will be communicated to customers in advance.

#### 10. Contact Information:

- It is the customer's responsibility to provide accurate contact information and delivery address during checkout.
- We are not liable for any delays or issues arising from incorrect or incomplete information provided by the customer.

These are general terms and conditions and should be customized to align with the specific policies and procedures of your Express Delivery service. Additionally, it's advisable to seek legal counsel to ensure compliance with local laws and regulations.