

Shipping Policy

Effective Date: March 2025

Last Updated: March 2025

This Shipping Policy ("Policy") outlines the terms and conditions related to the shipment and delivery of products purchased through the online platform operated by netVendor (Pty) Ltd ("netVendor", "we", "our", or "us").

1. General Terms of Fulfilment

- 1.1. All orders are subject to product availability.
 - 1.2. In the event that a product is unavailable at the time of order, the customer will be notified accordingly, and a full refund will be issued using the original method of payment.
 - 1.3. netVendor reserves the right to cancel or refuse any order in accordance with our Terms and Conditions and applicable South African consumer protection laws.
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2. Delivery Location

- 2.1. netVendor currently offers delivery of products solely within the Republic of South Africa.
 - 2.2. International shipping is not available at this time. Orders placed for delivery outside South Africa will not be processed.
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3. Delivery Timeframes

- 3.1. Estimated delivery timelines will be provided upon confirmation of an order.
- 3.2. Delivery estimates commence from the **date of dispatch**, not the date of order placement.
- 3.3. Standard delivery will be fulfilled within **five (5) business days**, unless otherwise communicated. "Business days" refer to Mondays through Fridays, excluding public holidays.

3.4. Deliveries will not be conducted on Sundays or recognised South African public holidays.

3.5. Delivery timeframes may be affected by:

- Product availability
- Customer location
- Courier service schedules
- Special instructions or order complexity
- Force majeure events or other delays beyond our reasonable control

3.6. Partial shipments may be made where applicable, with no additional cost to the customer.

4. Special Delivery Instructions

4.1. Customers may provide specific delivery instructions during the checkout process.

4.2. netVendor and its contracted couriers will endeavour to accommodate such instructions where operationally feasible; however, we do not guarantee compliance with all special requests.

5. Shipping Fees

5.1. Shipping charges are calculated based on the delivery area, weight, and dimensions of the order.

5.2. To determine the applicable shipping fee:

- Add the desired items to your cart
- Proceed to checkout
- Shipping charges will be displayed prior to final payment

5.3. All shipping charges will be clearly itemised and confirmed before finalising the purchase.

6. Damaged Goods

6.1. If the product packaging appears to be visibly damaged upon delivery, the customer must:

- Refuse acceptance of the package **OR**

- Accept delivery but immediately notify netVendor via email or phone, providing photos and relevant order information

6.2. All such incidents must be reported within **48 hours of receipt**. Failure to report within this period may affect the resolution process.

6.3. netVendor will investigate the reported damage and, where applicable, arrange for repair, replacement, or refund in accordance with our Returns & Guarantee Policy.

7. Enquiries and Support

7.1. For any queries regarding the status, delivery, or shipment of an order, customers may contact netVendor via the following channels:

netVendor (Pty) Ltd

 Email: support@netvendor.co.za

 Phone: +27 31 109 0001

 Address: Unit 13, Heritage House, 20 Old Main Road, Hillcrest, 3610

8. Amendments

8.1. netVendor reserves the right to update or modify this Shipping Policy at any time without prior notice.

8.2. Any changes will take effect upon publication on our website or platform. Customers are encouraged to review this Policy periodically.

By placing an order with netVendor, you acknowledge that you have read, understood, and agreed to this Shipping Policy.