

Shipping and Delivery

Orders within South Africa

Our online shop is set up for secure banking to accept credit cards and debit cards that are enabled for online shopping.

Although we try our best to get your order delivered to you as quick as possible orders can take from 3-7 working days for delivery depending on the destination. Orders placed after 12:00 PM on Fridays, on weekends and public holidays will be attended to on the first business day thereafter.

You will receive your tracking number via email once the order has been dispatched, only if requested by yourself, by emailing orders@marulaberryec.co.za. The courier companies deliver between 9:00 AM and 5:00 PM Monday to Friday.

Kindly check we have the correct address and ensure you are either at home during delivery hours or that you use your work address. If you have a doorbell that is out of order, please contact us so that we can provide you with the details of the courier company that you can make arrangements with them directly, regarding your delivery.

Before you finalise your order, you have the option to indicate in the "Notes" field whether the order should only be delivered to you OR you can specify an alternative authorized person's name to receive it on your behalf. You or the authorized person will be required to show proof of identification to the courier upon delivery.

Quoted delivery times are a guide only and while we endeavour to meet the targeted delivery times, from time-to-time factors beyond our control can result in delayed delivery.

We strive to ensure the stock levels are 100% accurate, however this may not always be possible. Should it happen that any product is out of stock, we will either offer you an equivalent product, notify you how long it will take for new stock to arrive, or provide you with a full refund.

Products that are ordered on **BACK ORDER** can take up to 14 days for delivery. Part orders are not shipped, so if you order products and one is on a back order, then your ENTIRE order will be delayed until that product is in stock. We try our very best to keep the delay time for back orders to a minimum.

We reserve the right to contact customers and arrange alternative delivery methods and timelines if your delivery address is remote or to cancel the order if delivery is not feasible.

We reserve the right to adjust delivery costs on orders over 15 Kilograms (Kg).

Destination	Rate/Kg (1g to 15Kg)
Major Centres	R320.00 (Johannesburg/Pretoria/Bloemfontein/Durban/Port Elizabeth/Cape Town/East London/George/Kimberly/Nelspruit/Pietermaritzburg)
Outer Lying Areas	R580.00

Free Delivery to orders over R4025.00 to major city centres.

You are welcome to arrange your own delivery or request a quotation via email for the best comparative courier charge.

Neighbouring Countries: Please enquire re shipping/freight charges.

Refunds & Returns Policy

The provision of goods and services is subject to availability. In cases of unavailability, the provider will refund the client in full within 30 days.

Cancellation of orders by the client will attract a 10% charge for administration costs.

Consumers wishing to return products, are to notify us via email within 7 days of receiving the stock. The consumer will be liable for the cost of return shipping.

Products damaged on delivery.

Should a product be damaged at the time of delivery / collection, please notify us of such delivery or collection by emailing info@marulaberryec.co.za.

If the parcel/carton is damaged and/or the security seal is broken, then the receiving person note on the receiving waybill of such. Both parties (the courier and the person receiving) will need to co-sign their names against this indication. If the receiving person chooses to still accept the damaged carton, the waybill will reflect that a damaged parcel was received and accepted with both parties co-signing.

Check the parcel in front of the driver and indicate on the courier's waybill (delivery documentation) whether there are any.

- breakages, and/or
- damages and/or
- items missing.

We will arrange to collect the product from you at no charge. Once we have inspected the product and validated your return, we will, replace the product as soon as possible or refund you. Refunds are normally handled within 8 days after logging the return email. (bear in mind that refunds can take 1-4 working days to reflect in your account). Replacements could take longer, depending on replacement availability.

Alternatively, the receiving person can send the parcel back and indicate on the waybill the reasons for sending the parcel back. Both parties will need to co-sign against this indication.

The Provider reserves the right to cancel an order for which payment has already been received. This may occur if stock is insufficient, or the quality of goods ordered does not meet the Provider's standards. Should the Provider exercise this right, the User will receive a full refund with no deductions.

Any complaints regarding the standard and quality of the product or products bought by consumers through the e-commerce facility should be addressed via email to: info@marulaberryec.co.za

Products not eligible for return:

The following products are **not** eligible for a refund, exchange, or credit:

- Sale items
- Items bought using a voucher / coupon.
- Special offers
- Products which have been used
- Products that have been opened

If you return a product that does not comply with this policy, you may be liable to reimburse Marula Berry Trading cc for the cost of collecting the product from you and the cost of having the product returned to you.