

## SHIPPING

### Processing of orders:

- Orders are processed within 1 – 3 working days.
- Courier delivery is approximately 2 – 5 working days.
- Orders received after 2pm will be shipped on the following working day.
- Delays outside this timeframe will be communicated to you.
- Delays may occur during peak periods and seasonal times.
- We do not deliver to P.O box or Private bag addresses.
- We currently do not ship to international addresses.

### Delivery & Collections:

- All our orders are shipped with The Courier Guy.
- The courier operations run from Monday to Friday, between 08:00 and 17:00.
- We advise customers to please review shipping details before finalising your order.
- Any changes to shipping information may delay your delivery.
- We are not liable for any delays in delivery once your parcel has been handed over to our courier.
- We are not liable for someone else signing/accepting delivery on your behalf.
- Once your order has been handed over to our courier, you will receive a tracking link to track your parcel.

### Shipping costs:

- Standard shipping: R90.00 for up to 5kgs + R45.00 per kg thereafter.
- Deliveries to regional areas outside of major metropolises, shopping malls, farms and mines will incur an additional cost and possibly take longer.

### Collections:

- Your order can be collected from our factory in Cape Town.
- Open hours: Monday - Thursday 08:00 – 15:00pm. Friday 08:00 13:00pm.

### Collection Address

CYBERFIBR  
Unit 604 Tollgate Centre  
12 Ravenscraig Road  
Woodstock  
Cape Town