



## YOH! BRONCUR SA SHIPPING AND DELIVERY POLICY

### 1. Introduction

- 1.1. Please note this policy forms part of the Yoh! Broncur SA (referred to as 'Broncur' herein) Terms and Conditions. Once the parcel has been shipped to the customer, there's no way to stop it. Shipping companies come every day to pick up all the parcels for customers at between set times.
- 1.2. All the orders placed before this time will be shipped and we are unable to stop them. If you want to cancel an order before it has been shipped to you, we'll refund the money you paid for the products including shipping costs.
- 1.3. Shipping is commenced upon confirmation of payment.

### 2. Shipping Information

#### 2.1. What are my delivery options?

Broncur offers one convenient delivery option:

**Courier:** We deliver directly to your home or office, anywhere in South Africa. All delivery and tracking details are supplied to you once your order payment has been processed.

#### 2.2. Can I order from a location outside South Africa?

Yes, you may, if you order from outside South Africa for a delivery within South Africa standard and express delivery charges shall apply.

### 3. Where do we deliver?

- 3.1. Broncur currently offers delivery to any South African residential or business address, excluding PO Boxes and the areas listed below.
- 3.2. Unfortunately we cannot offer delivery to remote areas such as farms or mines.
- 3.3. On occasion, due to issues outside of our control, deliveries may take longer. We will make every effort to deliver on time and keep you updated throughout the process.
- 3.4. Cash on Delivery is not a payment option that is utilized for online purchases. All delivery charges are charged to the customer upfront on finalization of sale.
- 3.5. Regretfully, we are not able to deliver to these areas:  
Alexandra, Dawn Park, Katlehong, Klipfontein, Kraaifontein, Mamelodi, Mapleton, Ramphosa, Reigerpark, Rondebult, Roodekop, Tokoza, Villa Lisa, Vosloorus, Windmill Park

### 4. Delivery Cost and Time?

#### 4.1. Domestic

We offer tiered based rates based location. Main city centres are at a fixed rate but locations outside of these locations will incur surcharges. As a collective, large items above 5kg incur a R5 per extra kg as additional charge based on weight.

#### 4.2 What is a Major City Centre?

Courier deliveries are made Monday to Friday between 09am and 5pm. There are no deliveries on weekends or public holidays. Courier delivery takes 2-5 working days if you live in main city centres. Major City centres include Johannesburg, Pretoria, Bloemfontein, Cape Town, Port Elizabeth, East London, George and Durban. Outlying areas can expect deliveries from 7 to 10 days.

### 5. Why can I not send my parcel to a P.O. Box address?

- 5.1. The Courier Guy is an express courier service, therefore your parcel will be delivered to door, and will require a signature from the receiver.

## **6. Late Deliveries**

- 6.1.** The delivery period is subject to strikes, severe weather conditions and third-party delivery services.
- 6.2.** Unforeseen circumstances such as adverse weather, closed roads, accidents could potentially prolong deliveries. This is rare but it does happen. 'Late' delivery is not a ground for refund or cancellation of the order. However, if your order has not been delivered after the estimated times as stipulated, please email [yohbrncursa@gmail.com](mailto:yohbrncursa@gmail.com) with your order number so we can follow up on the matter.
- 6.3.** Yoh! Broncur SA gives its utmost to serve customers as quickly as possible. In actual fact, it excites us to perform quicker and more efficiently every day. It is, however, a reality that delivery companies are sometimes subject to strikes and other delays, hence the need for more than one courier company. It is most certainly in the minority that a problem arises. Should any delay happen, we will follow up, lodge and handle queries with the particular courier company.

## **7. Address Accuracy and Address Correction:**

- 7.1.** Our systems automatically ship to the address you provide during checkout. Please ensure its accuracy as we cannot refund shipping when an item is returned, refused or undeliverable.

## **8. Free Shipping Promotions:**

- 8.1.** We occasionally offer free shipping promotions. Free shipping applies ONLY to domestic (South African) shipping addresses. If you return an item that was shipped with free shipping, we will deduct the cost of shipping that item from the amount of your refund.

## **9. Can I change my delivery address?**

- 9.1.** Unfortunately, we can't make changes to your delivery address once payment has been received and you have received your Payment Confirmation email. Please ensure the correct address is provided.

## **10. How do I track my order online?**

- 10.1.** Once payment confirmation is received and your products are dispatched, an email or SMS notification with tracking details will be sent to you. Please ensure your contact details are correct upon entering and update any changes in details on your profile. If in doubt, contact us on [yohbrncursa@gmail.com](mailto:yohbrncursa@gmail.com).

## **11. What if an item is out of stock / awaiting stock?**

- 11.1.** Our website inventory is automatically updated to show if an item is "In Stock" or "Out Of Stock", however, should for any reason any equipment not be in stock, we will contact you immediately to make the appropriate arrangement. If an "Out of Stock" status appears, please feel free to call to get an estimated time of arrival. "Out of Stock" does in no way mean it's a permanent condition and it will change daily.
- 11.2.** If some of the requested items are "Out of Stock" and others are "In Stock", one of our consultants will contact you to enquire if you want partial or full shipment.

## **12. Receiving your delivery**

- 12.1.** Our couriers deliver door-to-door, which means that the parcel is delivered to the address and not the person unless otherwise specified. So if the parcel is delivered to the address, it is confirmed as delivered, whether left at reception, staff or security. Please ensure you arrange a signatory on your behalf or collect your parcel in person.
- 12.2.** Please arrange that you, or an authorised representative, is available to accept your order at the delivery address and that appropriate access is given. On delivery, we will require you (or your authorised representative) to sign and print your/their name on a duplicate copy of the delivery note to confirm receipt.
- 12.3.** Any person other than yourself who receives the order at the delivery address is presumed to be authorised to accept delivery on your behalf. Should no-one be available at the delivery address specified by you at the time of delivery, the driver will return the order. The courier company will attempt to contact you to make new arrangements for re-delivery. Should no-one be available on the second attempt we reserve the right to charge an additional delivery fee.

- 12.4. We have outsourced all deliveries and so we cannot, to the extent permitted by law, be liable for any damage suffered or loss incurred by reason of any acts or omissions of the courier.
- 12.5. Our delivery service is not authorised to modify or tamper with your purchase or residence under any circumstances. They are instructed to leave the order in a safe area on your property, if available, or it will be returned to Yoh! Broncur SA. Please note that Yoh! Broncur SA will not be liable for any damages if you have instructed the delivery company to modify, tamper or force the purchase through your entrance.
- 12.6. We request that you inspect your goods prior to signing the delivery document and ensure all goods are received in good working order and free of any damage.
- 12.7. If you see any inconsistencies, please ensure the delivery document is endorsed accordingly and reject your delivery.

### **13. Contact Details**

- 13.1. For any further enquiries please email: [yohbrncursa@gmail.com](mailto:yohbrncursa@gmail.com)