

# Shipping and Returns Policy

Unless agreed otherwise all orders will be delivered by a third-party courier company, as elected by Taggit Holdings, to the address provided by the client during the order process. If required, the client may arrange to collect the order from Taggit Holdings, by prior arrangement.

Although every effort will be made to ensure that delivery takes place within the time-period specified, circumstances including delays by the third-party service provider, may require a longer period for delivery. The customer will be notified by email of any anticipated delays with delivery and, in such circumstances, the updated delivery time will substitute and take preference over the delivery time originally stipulated.

The customer acknowledges that Taggit Holdings will rely on the accuracy of the delivery address as provided by the customer. Taggit Holdings does not verify the accuracy of any particulars of a delivery address provided by the customer. The customer must check the accuracy of the delivery address every time when placing an order. Taggit Holdings will not be liable for any cost, loss, damages or claims incurred by the customer relating to an inaccurate or incorrect delivery address provided by the customer.

## **DOMESTIC ORDERS**

A flat rate of R160,00 ex VAT is charged for overnight domestic shipping under 2kg to major centres in South Africa. If this value is substantially less than the actual shipping cost or if the courier service provider does not provide a delivery service to the customers address (i.e. Regional or outlying areas), Taggit Holdings will include a shipping cost on the quotation and final invoice.

Domestic orders to the value of R3,000.00 (Three Thousand Rand) or more, will qualify for free delivery within the borders of South Africa. This may be amended at the sole discretion of Taggit Holdings and without obligation to provide any prior notice.

Based on stock availability, orders placed before 15h00 normally ship the next working day. Deliveries to major centres usually occur within 24 hours to 48 hours of collection by the courier from Taggit Holdings whilst deliveries to outlying areas are made within 48 hours to 72 hours.

Taggit Holdings will not ship an order unless the customer has provided an approved purchase order or has made an advance payment.

## **INTERNATIONAL ORDERS**

Shipping for all international orders will be calculated based on the package size and weight and a value for this shipping will be included on the quotation and on the final invoice.

International orders may be subject to additional customs, levies, and/or other costs in the destination country. These costs are solely for the customer's account.

## GENERAL

Risk in respect of ordered products will pass to the customer once they have been collected from Taggit Holdings' premises by the relevant third-party delivery service provider or the customer, as the case may be. Ownership in such ordered products will, however, remain reserved until the full purchase price and all outstanding sums (including VAT and any and all applicable delivery charges, costs, fees and the like) due by the customer have been paid to and received by Taggit Holdings.

Although the risk in respect of purchased products will pass to the customer in terms of the above, Taggit Holdings may, at the request of the customer, insure ordered products for an amount as requested by the customer up to a maximum of the order value. The customer must inform Taggit Holdings of this at the order stage and the customer will be liable for any costs and premiums in respect of this insurance.

## CANCELLATION AND RETURNS

The provision of goods and services is subject to availability. In the rare event of unavailability, Taggit Holdings will refund the client in full within 7 (seven) days if no alternate product is acceptable.

Any complaints regarding a product bought from Taggit Holdings by a consumer should be directed to [info@taggitsa.co.za](mailto:info@taggitsa.co.za) prior to any product being returned.

Please note we cannot take responsibility for broken items. All items are quality checked prior to shipping to ensure they are intact and functional.

The Customer is entitled to cancel an order within 7 (seven) business days after receiving delivery thereof, provided that the product is unopened, in its original condition and any and all seals, packaging, labels, shrink-wrap and/or boxing is intact.

Any product returned must be accompanied with the Customer's proof of payment in respect of such product. All returns **MUST** be authorised by Taggit Holdings prior to the customer returning a product. The product must be returned via courier (not via post office courier or service) to Taggit Holdings' physical address. No returns, sent via the Post Office, will be accepted as damages and/or losses can easily occur.