



## nNungu Shipping Policy (South Africa Only)

### 1. Processing Time

- Orders are processed within 5-7 business days after payment confirmation.
- Orders placed on weekends or public holidays will be processed on the next business day.

### 2. Delivery Options & Timeframes

We offer several convenient delivery methods across South Africa:

- Courier Door-to-Door 2-4 business days
- Local Pickup (Limpopo): Customers may collect their orders directly from our pickup point in Maruleng, Limpopo during business hours.
- Locker Pickup (selected areas): Orders can be delivered to secure lockers. Customers will receive a PIN code to access their parcel.

Note: Delivery times may vary depending on your location.

### 3. Shipping Rates

- Rates are calculated at checkout based on package size, weight, and destination.
- Free shipping is available for orders over R6195.00.
- Local pickup is free of charge.
- Locker pickup rates are displayed at checkout.

### 4. Order Tracking

- Once shipped, you'll receive a tracking number via email or sms.
- You can track your parcel directly on the courier's or locker service's website/app.

### 5. Delivery Restrictions



- We currently ship within South Africa only.
- We do not deliver to P.O. Boxes.

## **6. Lost or Damaged Packages**

- If your order arrives damaged, please contact us within 48 hours with photos of the item and packaging.
- If your parcel is lost in transit, we will assist in filing a claim with the courier.

## **7. Contact Us**

For any shipping-related questions, please reach feel free to chat to us.