

## **Shipping Requirements:**

### **Shipping Policy**

We dispatch all orders, unless otherwise stated, within one working day of receiving payment into our accounts. If you pay via credit card, we receive this payment automatically as soon as you have paid. If you pay via EFT or bank deposit, your order will only be dispatched within 24 hours of your payment clearing.

### **Courier delivery**

- Courier delivery takes 2 – 5 working days depending on the order's destination.
- Deliveries are made Monday to Friday between 9am – 5pm.
- There are no deliveries on weekends or public holidays.
- Main city Centre delivery takes 2 – 5 working days,
- Remote areas deliveries can take up to 7 working days.
- Your delivery address should be an address where you or somebody you trust will be available to accept your order at any time. Anyone at the delivery address can accept the delivery. For us to prove that delivery of an order has been completed, we do not have to prove that you personally received the goods, but rather that any person at the delivery address signed for the delivery.

### **Covering Areas**

- Limpopo, Gauteng; Free State; Cape Town, Eastern Cape, Mpumalanga, Northern Cape, North West, KZN (Nationwide)

### **Courier/Shipping Fees**

- All Main Centres Flat Rate – R100.

- **Returns and Refund**

You are welcome to return any items purchased within 7 days of receiving the item.

- If you wish to return items, please send us a picture with your request to: [customersupport@joycenfrances.co.za](mailto:customersupport@joycenfrances.co.za)
- We will offer a refund, exchange or replacement on all items returned, if they are in their original condition, and have not been opened, used or damaged.
- Should an exchange or refund be requested, you will be liable for the courier costs incurred.
- We will consider the condition of the items being returned before making a refund or exchange.
- Please note that we do not issue refunds on items that have been opened or used.

**We will always try our best to assist with refunds where necessary.**

**Thank you for shopping with us.**