



## **Shipping Policy**

At Elsona, we want your order to reach you safely and as quickly as possible. All orders are shipped using PostNet and can be delivered either to your nearest PostNet branch or directly to your door.

### **Shipping Options & Rates**

#### **PostNet2PostNet — R95**

Your order will be delivered to your selected PostNet branch, where you can collect it at your convenience.

Flat rate: R95 nationwide

PostNet's estimated delivery time for PostNet2PostNet is 2–3 working days to main centres.

Please allow an additional working day for outlying areas.

Once your parcel arrives at the selected PostNet branch, you will be notified by SMS when it is ready for collection.

#### **Door-to-Door Delivery — R200**

Your order will be delivered directly to the address provided at checkout.

Flat rate: R200 nationwide

PostNet's estimated delivery time for its standard PostNet2Door service is 1–2 working days when sending to or from a major centre. Regional areas may take approximately 72–96 hours.

For outlying areas, please allow additional delivery time.

### **When Will My Order Be Shipped?**

Orders are processed and prepared for dispatch after payment has been successfully received.

Delivery times are calculated from the date your order is handed over to PostNet and do not include order processing time.

Please note that delivery times are estimates and may be affected by weekends, public holidays, weather, unforeseen circumstances, or delays within the courier network.

Weekends and public holidays are not counted as working days.

### **Tracking Your Order**

Once your order has been dispatched, you will receive your PostNet tracking details where applicable. You can use your tracking number to follow your parcel's journey through the PostNet tracking system.

Please note that PostNet advises that shipment information may only become visible approximately 8 hours after the parcel has been handed in at a PostNet store.

### **Important Delivery Information**

Please ensure that all delivery and contact details provided at checkout are correct. Elsona cannot be held responsible for delays or failed deliveries resulting from incorrect or incomplete information supplied by the customer.

While we work with PostNet to ensure your order reaches you as quickly and safely as possible, delivery times are estimated and are not guaranteed. PostNet's terms also state that advertised delivery schedules are subject to circumstances beyond its control.

If you experience any issues with your delivery, please contact us and we will do our best to assist you.