**Shipping**

**Delivery Costs**

Please see a full list of our Local Areas (JHB / PTA), Main Hubs and Outlying areas, beneath the table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Order value / size** | **I live in Gauteng** | **I live in a main hub**  | **I live in an outlying area**  |
| Under R500 (under 30kg) | R95 delivery | R135 delivery | R300 delivery |
| R501-R899 (under 30kg) | Free delivery | Free delivery | R300 delivery |
| Over R900 (under 30kg) | Free delivery | Free delivery | R300 delivery |

|  |  |
| --- | --- |
| SPECIAL SERVICES / SURCHARGE (Gauteng) | SURCHARGE  |
| Early Bird- Major Centers only  | R 275.00  |
| Saturday Service - Major Centers only  | R 595.00  |
| After Hours / Public Holidays - Major Centers only  | R 785.00  |
| Sameday Express - Major Centers only  | R 800.00  |
| Chainstore, Embassy, Government departments Collection / Delivery  | R 595.00  |
| Remote plots, Farms, Power stations, etc  | R 300.00  |

**Note**
\* A parcel's weight is calculated as physical / volumetric - whichever is greater is applied to your order as per courier requirements.
\*\* Order value is VAT inclusive.
\*\*\* Shipping Fee / Delivery Costs are calculated on the order value before discounts are applied.

***Your shipping is calculated according to the information you provide in the "City" field when checking out / adding a new address - please ensure that you have added this information correctly and without typos. If you have checked that & think you should be in a Local Area / Main Hub, please pop us an email and we will look into it for you.***

Larger Furniture items will incur additional shipping surcharges for National courier calculated at checkout due to their dimensions, weight and additional packaging they require in order to be shipped.

Some shipping areas fall outside of the main shipping areas and may incur additional shipping costs that cannot be calculated when you place your order. We will contact you before we process your order to discuss any of these additional charges which will have to be settled before we can ship your order. If you decide to cancel your order at this point, we will pay you a full refund within 24 hours.

We require a physical address to ship to within South Africa and you will receive an email with the tracking details.

 **OUR LOCAL AREAS:**
**GAUTENG:** Alberton, Benoni, Boksburg, Bryanston, Centurion, Edenvale, Fourways, Johannesburg, Kempton Park, Krugersdorp, Midrand, Pretoria, Randburg, Roodepoort, Sandton, Brakpan, Germiston, Lenasia, Meyerton, Randfontein, Vereeniging, Vanderbijlpark

**MAIN HUBS:**
**WESTERN CAPE:**Athlone, Bellville, Bloubergstrand, Brackenfell, Cape Town, Durbanville, Fish Hoek, Gardens, Gordons Bay, Hout Bay, Kenilworth, Kuilsrivier / Kuils River, Melkbosstrand, Milnerton, Parow, Rondebosch, Sea Point, Stellenbosch, Somerset West, Strand, Wynberg

 **EASTERN CAPE:**East London, Port Elizabeth

**FREE STATE:** Bloemfontein, Harrismith, Parys, Welkom

**KWAZULU NATAL:** Amanzimtoti, Ballito, Camperdown, Durban, Durban North, Hillcrest, Margate, Newcastle, Pietermaritzburg, Pinetown, Port Shepstone
Richards Bay / Richard's Bay, Salt Rock, Scottburgh, Southbroom

**LIMPOPO:** Polokwane

**MPUMALANGA:** Nelspruit, Witbank

**NORTH WEST:**  Klerksdorp, Potchefstroom, Rustenburg

**WESTERN CAPE:** George, Grabouw, Hermanus, Knysna, Malmesbury , Mossel Bay, Paarl, Plettenberg Bay, Wellington, Worcester

**OUTLYING AREAS:**
Anywhere not listed as a local area / main hub.

In the event of your parcel requiring a dedicated special trip to deliver the shipment, additional charges may be levied. There may also be towns with a special surcharge - these will display the surcharge amount next to them. Examples of special delivery areas include: Mines, Power stations, Plots, farms, remote areas, military bases, Game lodges, Port / Harbours, Embassies. Should your area not be listed when checking out, please drop us an email.

Courier delivery time is usually 1 to 2 working days if you are within the Johannesburg / Pretoria Metropoles (Local), 2 to 3 working days if you are in a main hub (as per list above) & 3 to 5 working days if you are in outlying area - this is from the time that your parcel is dispatched from our warehouse.

Delivery via courier door-to-door takes place Monday to Friday during office hours only. Orders might occasionally be shipped in 2 or more parcels due to logistics and timing, but generally all items are shipped together in one parcel. While the couriers usually deliver within the time specified above, these times are estimates and cannot be guaranteed. The Extrapawdinary Pet Co cannot be held liable for delays in delivery times.

**Timing Until Dispatch**

Products that are in stock are shipped next day and we do our utmost to ship all other parcels within 5 working days, but depending on the products in your cart, this might be slightly longer or shorter. These are estimated times only - we are reliant on quick turnaround times from both suppliers and courier companies.

Foam Beds, Blankets, Toys and Accessories are shipped from stock on hand and will reach you within 2-5 working days.

Furniture beds have a lead time of 6 to 12 weeks and are dependent on the availability of raw material and fabric.

Should we not be able to source the specific fabric we will contact you with alternative options to choose from. If you decide to cancel your order you will be refunded within 24 hours of cancellation.

Should we run into any situations where stock is not available from a supplier or importer (out of stock or recently discontinued etc.), you will be notified immediately and given the option of swopping this item or obtaining a credit voucher or refund.

If the parcel has been dispatched from The Extrapawdinary Pet Co and there is a delay in the expected delivery time due to the courier company, we will assist you as much as possible in dealing with the courier company.

**Delivery Address**

We require a DAYTIME physical address for delivery. **Courier companies unfortunately cannot guarantee specific times that they will deliver your parcel**, but it will be during working hours from a Monday to Friday. If you want your parcel delivered on a specific day (eg. a Monday or Wednesday), please make a note of this when placing your order. Also, if it would be okay to leave your parcel with a neighbour for example - please let us know.

If the courier has attempted to deliver the parcel twice and has been unable to do so due to the residence / business being closed or vacant, you will be charged a re-delivery fee of R200.

We only ship parcels to addresses within our South African borders. Please ensure that you include your FULL ADDRESS - including suburb and correct area code.

**Refund Policy**

We strive for the highest standards, quality and consistency.

If you are not 100% satisfied with your purchase and wish to return it, please contact us within 24 hours of becoming aware of the defect by way of email.

10.2.  THE EXTRAPAWDINARY PET CO will only refund defective products referred to in 11.1 below, up to 14 days after delivery of the product to the User, subject to:

10.2.1.  The product having suffered proven damage during shipment; or

10.2.2.  The product having an inherent manufacturing defect; and

10.2.3.  The damage to the product is of no cause of the User; and

10.2.4.  The product being returned to THE EXTRAPAWDINARY PET CO in exactly the same condition as it was received (with its complete packaging) and without any signs of wear and tear.

10.3.  The onus rests on the User to ensure that he/she orders the correct item and, subject to the User’s cooling-off period referred to in 10 above, THE EXTRAPAWDINARY PET CO will not refund the User for any product incorrectly ordered by the User.

10.4.  The User should immediately notify THE EXTRAPAWDINARY PET CO in the event that the User receives a nutritional brand which has an adverse effect on his/her pet, in which event THE EXTRAPAWDINARY PET CO will refund the User for the full purchase price thereof, subject to the nutritional brand being returned to THE EXTRAPAWDINARY PET CO in its original packaging to enable the manufacturer to pick up the defective batch number and any other necessary information.

  10.5.  There will be no refunds for toys that are damaged by pets. The risk sits with the owner when buying toys from THE EXTRAPAWDINARY PET CO who is the supplier and not the manufacturer of these toys.

1. **COOLING-OFF PERIOD**

11.1.  Subject to 10.2 above, the User is entitled to cancel any transaction for the supply of goods within 7 days of receipt of such goods in terms of section 44 of ECTA.

11.2.  After cancellation in terms of 10.1 above, and on receipt of the returned goods in its original condition and packaging by THE EXTRAPAWDINARY PET CO, THE EXTRAPAWDINARY PET CO will make a full refund of the purchase price to the User within 30 days, subject to a charge being levied for the return of the goods to THE EXTRAPAWDINARY PET CO.

11.3.  The cooling-off period will not apply to any customized products ordered by the User.