



## Delivery and Return Policy

### DELIVERY

#### Delivery Fees

FREE Delivery applies to all orders in South Africa, however a handling fee of R99 will apply to orders less than R800 at retail.

#### Where are we sending your goods?

We deliver to most major areas in South Africa. If you are concerned just pop us an E-mail at [info@procactive.co.za](mailto:info@procactive.co.za).

#### International Deliveries

We currently do not deliver internationally.

#### What are my options for delivery?

- *Major Areas: 3-7 Working days*

Free Courier Delivery for orders over R800, orders below R800 will incur a courier delivery charge of R99.

- *Near Outlying Areas: 3-7 Working days*

Free Courier Delivery for orders over R800, orders below R800 will incur a courier delivery charge of R99.

Far Outlying Areas: 5-7 Working days

Free Courier Delivery for orders over R800, orders below R800 will incur a courier delivery charge of R99.

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## When Placing An Order:

Courier companies do not deliver to P.O. Boxes or the post office, please provide the following information:

Contact Name and Number

Street Address and Street Address (If complex Name of Complex and Unit number)

City/Town

Postal Code.

## What time will my parcel be delivered?

We cannot give a time when the courier driver will arrive to deliver the parcel. There are so many factors which influence the delivery time such as traffic, delays at a previous stop or a technical problem.

Delivery will take place between business hours, from 08:00 to 17:00. Please ensure that someone is present at the delivery address to receive and sign for the parcel.

## Is my order trackable?

Yes. You will receive a shipping email which will include a waybill number and a link to track your parcel online. You can also track your parcel at [www.fastway.co.za](http://www.fastway.co.za)

## What if my parcel is delayed?

All our parcel deliveries are done via third party courier companies. This means that we cannot affect the operations of the third-party company.

Unfortunately parcel delays do and will happen, however we follow-up with the respective service providers immediately once informed by you.

Please contact the courier company to enquire about your parcel using the shipping confirmation email sent to you.

Alternatively please send an email to [info@procactive.co.za](mailto:info@procactive.co.za) and we will follow-up with the courier company.

Just place your quote # with Delayed in the subject line and send it through to us.

## Receiving or collecting your parcel.

We please ask that someone be present at the delivery address during working hours to receive the parcel.

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## RETURN POLICY

We currently do not offer a return option unless the order is incorrect or defective and the seal of the item has not been tampered with or broken.

This Policy forms part of the PROC ACTIVE SOLUTIONS Terms & Conditions, and so words defined in the Terms & Conditions have the same meaning in this Policy, unless the context indicates otherwise.

### Items delivered were damaged during transit?

Should an item be damaged (product is squashed or visibly damaged during transit), please send an email to [info@procactive.co.za](mailto:info@procactive.co.za) with photos of the damaged item. Damaged goods must be reported to us in this way within 5 days after receiving it. Please check items immediately upon receiving them from the courier company and state on the waybill if the packaging has been damaged. The courier company will then be notified to collect the product from you and once we have received and inspected it, you will be issued with a replacement product. Replacement product will be issued within 14 working days depending on stock availability.

### We sent you the incorrect order?

Should you have received the incorrect item (product, flavour or size) than that ordered, please email [info@procactive.co.za](mailto:info@procactive.co.za) Incorrectly delivered goods must be reported to us in this way within 5 days after receiving it. The courier company will then be notified to collect the product from you and once we have received and inspected it, you will be issued with a replacement product. Replacement product will be issued within 14 working days.

### Defective item?

Should an item be faulty or defective (product is impossible to consume or is visibly defected), please send an email to [info@procactive.co.za](mailto:info@procactive.co.za). Defective goods must be reported to us in this way within 5 days after receiving it. The courier company will then be notified to collect the product from you and once we have received and inspected it, you will be issued with a replacement product. Replacement product will be issued within 14 working days depending on stock availability.

I have received my correct order but just don't want it anymore.?

We do not offer any return policy in this regard. For more information please contact us at [info@procactive.co.za](mailto:info@procactive.co.za)