

Title: Ordering & Shipping Policy – Online store

Original Release Date: 1 May 2026

Effective Date: 1 May 2026

Policy Owner: Niki Kotze

1. PLACING AN ORDER

You can order Shop2Shop products, including point-of-sale devices, till slip thermal rolls, and safes, directly through our website..

Once your order is placed, you will receive an order confirmation email. Please check the details carefully. If anything is incorrect, contact us immediately at Ecommerce@ordercloud.zendesk.com.

All orders are subject to stock availability. If an item is out of stock, we will contact you within **1 business day** to discuss alternatives or arrange a refund.

2. ORDER PROCESSING

Orders are processed within **1–2 business days** of payment being confirmed (excluding weekends and public holidays). You will receive a shipping notification once your order has been dispatched.

Orders placed and successfully paid after 13:00 on a business day, or over a weekend or public holiday, will be processed on the next business day.

3. PAYMENT

We accept the following payment methods:

- Credit and debit card (Visa and Mastercard)

Orders are only processed once payment has been received and confirmed.

4. DELIVERY

We deliver nationwide across South Africa using our courier partners. Estimated delivery times from the date of dispatch are:

- **Major centres** (Johannesburg, Cape Town, Durban, Pretoria, Port Elizabeth): 2–3 business days.
- **Rural areas:** 4–7 business days.
- **Far outlying areas:** 7 business days.

Delivery times are estimates and may vary during peak periods, public holidays, or due to courier delays outside our control.

5. ORDER TRACKING

Once your order has been dispatched, you will receive an email with your tracking number to track your parcel with our courier partner. Please allow up to **24 hours** for tracking information to become active.

If you have not received a tracking notification within 3 business days of placing your order, please contact us at Ecommerce@ordercloud.zendesk.com.

6. DELIVERY ADDRESS

Please ensure your delivery address is correct when placing your order. We deliver to physical addresses only — we cannot deliver to P.O. Boxes.

If a parcel is returned to us due to an incorrect or incomplete address, or because no one was available to accept delivery, a re-delivery fee will apply. We will contact you to arrange re-delivery.

Shop2Shop cannot be held responsible for lost or delayed parcels resulting from an incorrect address being provided at checkout.

7. WHEN YOUR ORDER ARRIVES

Please inspect your order as soon as it is delivered. If anything is missing, damaged, or not what you ordered, contact us within **48 hours of delivery** at orders@shop2shop.co.za with photos where possible.

If you are not available to receive the delivery, the courier will attempt re-delivery or leave instructions for collection from a nearby depot.

8. NEED HELP?

Email: Ecommerce@ordercloud.zendesk.com

Our team is available Monday to Friday, 08:00–17:00.