

The Delivery Terms and Conditions:

- i. Deliveries will take place **3–4 working days** from when your order has been placed and the full amount has been paid.
- ii. Van Heerden Pharmacy delivers from **Monday to Friday**, between **08:00** and **17:00**.
- iii. We maintain the highest effort to ensure deliveries are received within the above stated time. No deliveries will be made on weekends/public holidays.
- iv. Deliveries are charged at:

2-4-Day Delivery:

Local – Tzaneen | Sabie | Nelspruit | Lephalale | Thabazimbi | Bela Bela | Modimolle | Pretoria East | Pretoria City Central Area.

- 0km – 10km = R 40.00
- 10km – 15km = R 50.00
- 15km – 50km = R 100.00
- 50km + km = R200.00

National delivery: In RSA only

4-5 Days = R 200.00

Coastal = R250.00

- v. Delivery fees for bulk orders (**+10kgs**) are based on weight and dimensions of the delivery and at an additional charge over and above the before-mentioned costs and is payable in full by the Customer.
- vi. Van Heerden Pharmacies reserve the right to limit quantities of any items sold within the Van Heerden Pharmacy Online Store.
- vii. On delivery you will receive a detailed invoice for the full amount debited from your Credit Card including delivery, vat and delivered items.
- viii. Any person other than yourself accepting the delivery at the given delivery address are presumed to be authorised to accept the delivery and may be required to show proof of identification. Should no-one **be in attendance** at the time of delivery, the driver will keep the products and leave a notice at the delivery address. The delivery service will attempt to contact you **in order to** arrange for an alternate delivery time. We reserve the right to charge an additional delivery fee should it be required in these circumstances. Our liability for failing to deliver the products timeously is limited to delivery being affected at a later agreed time at no additional charge.
- ix. Upon delivery, we will require you or your authorised representative to sign and print your or their name on a duplicate copy of the delivery note, to confirm receipt.
- x. Select goods may not be in stock at the time you place the order. **In the event that** we cannot deliver your goods within the time stated, we will contact you to offer you an alternative or provide you with the opportunity to refund your order.