



VARKHART

DELIVERY POLICY

DELIVERY ADDRESSES

We aim to deliver the Product to you at the delivery address specified in your Order. Orders are only delivered to physical addresses; we do not deliver to PO Box addresses. Please provide a physical address that is typically occupied during office hours, as deliveries take place between 08h30 and 17h00 on weekdays (Monday to Friday, excluding public holidays).

DELIVERY TIMELINES

Standard Delivery:

- Delivery to main centres within 2–5 working days (Cape Town, Johannesburg, Pretoria).
- Delivery to regional and outlying areas may take up to 5–7 working days.

We aim to deliver within the timeframe indicated at the time of your order (and updated in the Confirmation of Order). However, we cannot guarantee an exact delivery date when you place your order or upon confirmation. While we always strive to meet the standard delivery times stated above for any accepted order, we cannot guarantee firm delivery dates.

We will make every effort to notify you if we anticipate that we will be unable to meet the estimated delivery date. However, to the extent permitted by law, we shall not be liable for any losses, liabilities, costs, damages, charges, or expenses arising from late delivery.

DELIVERY PROCEDURES AND REACH

Each delivery must be signed for as proof of delivery. You agree to inspect the Product for any visible faults, defects, or damage before signing for it. Please keep your delivery receipt for any future discussions regarding your order.

Currently, we only provide delivery services within South Africa. Please note that it may not be possible to deliver to certain locations. If this occurs, we will inform you using the contact details provided in your Order and arrange either a refund or delivery to an alternative address.



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DELIVERY RISK AND LIABILITY

All risk in the Product passes to you upon delivery. However, if delivery is delayed due to a breach of your obligations under the Contract, risk shall pass on the date delivery would have occurred but for your breach. Once risk has passed to you, we are not liable for the loss or destruction of the Product.

You must ensure that you are prepared to receive the Product safely and without undue delay at a time reasonably specified by us. Please take care when opening the Product, especially when using sharp instruments.

If delivery or collection is delayed due to your unreasonable refusal to accept delivery, or if you fail to accept or collect the Product within two weeks of our first delivery attempt, we may (without prejudice to any other rights or remedies available to us):

1. Charge you a reasonable storage fee and any other costs we have incurred; or
2. Cease making the Product available for delivery or collection and notify you of immediate cancellation of the Contract. In this case, we will refund any money already paid under the Contract, less our reasonable administrative charges (including delivery, return, and storage costs).

It is your responsibility to ensure that the Products are sufficient and suitable for your purposes and meet your individual requirements. We do not warrant that the Products will meet your specific needs. You acknowledge that the Products are standard and not custom-made for particular requirements.

RETURNS AND EXCHANGES

To return your Product, please contact orders@varkhart.co.za or call us on 071 102 7145. You are entitled to request a return or refund within 14 days of purchase or an exchange within 30 days of purchase. Please note: Refunds will be processed on a manual EFT basis, unless otherwise agreed.

You will be responsible for the delivery costs associated with returning your item. Delivery costs are non-refundable except if Varkhart confirms following an inspection that the product that was delivered was faulty. Depending on your location, the time for your exchanged product to reach you may vary.

If you are returning an item valued over R500, we recommend using a trackable delivery service or purchasing delivery insurance. We cannot guarantee that we will receive your returned item.



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CANCELLATION OF ORDERS

Orders can no longer be cancelled once they have been paid. If your order has already been paid, you must request a return or exchange by emailing orders@varkhart.co.za.

We reserve the right, in cases of suspected fraud, to refuse to accept or process payment for any order, and/or to cancel any sale concluded between you and us, in whole or in part, if the Product is unavailable for any reason. We will notify you if this occurs, return any payment made, and accept no liability arising from such refusal or cancellation.

FAULTY PRODUCTS

We warrant that:

- The Product will be delivered undamaged and in the quantities ordered;
- The Product will conform to the manufacturer's latest published instructions as displayed on our Site or in our Product materials at the time of your Order;
- The Product is intended for use strictly in accordance with the manufacturer's latest published instructions, either on the Site or on the Product itself. It is your responsibility to use the Product as directed;
- Before delivery, we may make minor adjustments to material, colour, weight, measurements, design, and other features as reasonably necessary.

We strive to deliver Products in excellent condition. However, if you report that a Product is faulty, you agree to keep it in its current condition and make it available for inspection by us (or our agent) within a reasonable time.

To assist us in resolving any issue with a faulty Product, you may be required to:

1. Specify in reasonable detail the manner in which the Product is damaged or defective; and
2. Provide the delivery note number and any other relevant information we may reasonably request.

If you request a replacement, exchange (where reasonably possible), or refund for a Product that does not conform to the Contract, and we determine that the Product has:

1. Been misused, abused, neglected, improperly cared for, or damaged through carelessness or abnormal conditions;
2. Been involved in an accident or damaged through incorrect modification or repair attempts;
3. Been used contrary to our or the manufacturer's instructions; or
4. Deteriorated due to normal wear and tear after delivery —

We may, at our discretion, refuse to replace or refund the Product and/or charge you for all reasonable carriage and service costs at our current rates. To the extent permitted by law, we shall not be liable for any losses, liabilities, costs, damages, charges, or expenses arising as a result.



CHANGING MY SHIPPING ADDRESS

If you realise that you entered the incorrect delivery address, please contact us as soon as possible. If your order has not yet been shipped, our team will assist you in correcting the address. Unfortunately, if your order has already been shipped, we cannot make changes to the shipping address.

To check whether your order has been shipped, please refer to your confirmation email, which includes your package status.

TRACKING MY ORDER

You will be updated via email on the progress of your order. Once your order has left our warehouse, you will receive regular updates via email notifications with the status of your order. You will also be notified via email when your order has been delivered successfully. Should our couriers fail to deliver your order (for instance no one is available to receive the order) they will be in contact with you to arrange another delivery attempt. After two weeks of failed delivery, your order will automatically be cancelled and you will be refunded the original amount paid, minus our administrative and carriage costs.