

DELIVERY POLICY

Check the dimensions of the space in which the product will be placed. Please Check our website or Ask our consultant for sizes and dimensions.

Measure any staircase, doorways and corridors the product will have to pass through, including space for maneuvering and turning. As an environmentally conscious company, we at Essops make every effort to recycle our waste. Our delivery crews will remove and retain all protective packaging used during transportation of goods to your home.

Please ensure that our delivery vehicles are given safe and ample space and access to offload

(especially in complexes and residential estates). Please let us know when placing your order if there are any access restrictions or special needs, which must be considered to ensure a successful delivery.

For further information regarding our deliveries and requirements, please contact your nearest store and speak to one of our sales consultants who will be able to assist you.

Delivery time-frame thereafter shall be 7-10 days calculated from the date of resuming business. Deliveries shall occur on weekdays within normal business hours.

STANDARD DELIVERY - CHARGES & TIME FRAMES

We pride ourselves on the fact that our delivery staff are both competent and courteous. Our Delivery is outsourced to Essops Logistics division.

Should you not be available on the scheduled date of delivery, and the delivery vehicle has to return with your products, a re-scheduled delivery will be arranged and an additional delivery fee will be charged. Specific delivery times cannot be made or agreed to at the time of order, and Essops does not deliver on Sundays and public holidays. A premium charge will be effected on Saturday deliveries and on deliveries that are required sooner than the above stipulated days.

DELIVERY CHARGES

Delivery Option	Order Value	Delivery Charge	How Long It Takes (ETA)
Homeware Delivery	Orders Over R10 000	**Free	Up to 7-10 working days
Homeware Delivery	Orders Under R10 000	R750	Up to 7-10 working days
Furniture Delivery	Orders Over R50 000	**Free	Up to 7-10 working days
Furniture Delivery	Orders Under R50 000	R750	Up to 7-10 working days

**** Free deliveries only in Gauteng & Durban . Not Available Nationwide. For Online Purchases Only.**

The delivery has to be paid at the time of the purchase. The delivery will only be scheduled once the invoice is fully paid together with all logistic costs.

Circumstances that are unforeseen or beyond Essops control may result in changes to the agreed delivery date and time of which the customer will be telephonically informed and alternative arrangements will be made.

The customer is required to inspect products on delivery.

The customer or the person taking delivery on behalf of the customer will be required to produce a valid identity document (ID card, Drivers licence, passport) sign a proof of delivery (POD) and the Own collection indemnity (OCI). Unless indicated to the contrary on the POD, it is deemed that the product has been delivered and received in good condition and, where appropriate, in accordance with the customer's specifications.

Should you wish to change any of your delivery instructions, please discuss this with our consultant.

On delivery, the crew will arrive and deliver your order to the room of your choice. Please assist us by clearing pathways and removing ornaments and other objects that might get in the way. We are not responsible for any form of breakage or damages. Packaging is normally removed and taken away unless you request us not to do so. Products requiring assembly will be assembled on site by our trained personnel.

PRODUCT ASSEMBLY

With every delivery, Essops Logistics offers free assembly of products bought from Essops

Product assembly by customer is not recommended. Should the customers opt to assemble products, kindly refer to assembly instructions included with the product. Essops does not accept responsibility for items damaged due to incorrect assembly by a customer. Such items will not be considered for returns or refunds.

COLLECTING AT A STORE

Lead time from our Warehouse to the selected store is dependent on stock availability and store location. Please ask our store consultant to advise on lead time. The store will arrange and confirm the collection with the customer. The customer or person collecting the product must produce the original invoice in order for Essops to release the product. The person producing the original invoice shall be deemed to be the duly authorized agent of the customer. Unless indicated to the contrary on the collection note it is deemed that the product has been collected and received in good condition and, where appropriate in accordance with the customer's specifications.

The authorized collecting agent must sign the OCI document and produce a valid identity document when collecting the goods. Essops will not in any way be liable for damages that may occur after the products have been handed to the customer or person collecting on behalf of the customer or during the loading and conveyance thereof. It's the customer's responsibility to ensure that a suitable collection vehicle is utilized in order to accommodate the size of the product in an upright position and that it is loaded and secure to prevent damage.

The customer is also responsible for supplying the necessary consumables e.g. rope and blankets to stabilize the product during transportation

COLLECTION AT WAREHOUSE (CHAMDOR FACTORY OUTLET)

Once goods are paid in full, collection from our Warehouse can be arranged. Collection will Only be allowed with prior arrangement. To arrange please contact the sales consultant/store where the purchase was made a day before or early on the day of collection. The store will arrange and confirm the collection date and time with our warehouse team.

The customer or person collecting the product must produce the original invoice in order for Essops to release the product. The person producing the original invoice shall be deemed to be the duly authorized agent of the customer. Unless indicated to the contrary on the collection note it is deemed that the product has been collected and received in good condition and, where appropriate in accordance with the customer's specifications.

The authorized collecting agent must sign the OCI document and produce a valid identity document when collecting the goods. Essops will not in any way be liable for damages that may occur after the products have been handed to the customer or person collecting on behalf of the customer or during the loading and conveyance thereof. It's the customer's responsibility to ensure that a suitable collection vehicle is utilized in order to accommodate the size of the product in an upright position and that it is loaded and secure to prevent damage.

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... express yourself