

# SHIPPING AND RETURNS

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## Delivery Terms and Conditions

Please take note of the following delivery terms and conditions:

### Delivery charges

- Free delivery T's & C's:
  - Zone 1: 0-100km from Storage Direct Sales centres i.e. Sandton, Cape Town, Durban and P.E is free.
  - Zone 2: 101-150km from Storage Direct Sales centres i.e. Sandton, Cape Town, Durban and P.E is free for orders valued over R1000 (excluding VAT)
  - Zone 3: 151km+ extra delivery charges will be charged upon delivery address confirmation.
- Collection options available should you prefer to collect your stock from our Storage Direct Sales Centres

### Delivery times

- Estimated date of delivery is provided when the order has been processed.
- No delivery on public holidays and weekends
- No delivery before and after working hours

### Delivery issues

- Storage Direct will endeavour to delivery all orders within the specified delivery timeframes.
- However, we cannot guarantee delivery times and we will contact you if there are any issues regarding delivery dates of products and goods.
- You will be given the option to cancel the order, however you may be liable for a 10% handling fee dependant on the products in question.
- We require accurate delivery addresses to ensure delivery.
- If incorrect delivery address has been provided, we will not be held responsible for delivery timelines, and all costs incurred will be covered by you.

### Tracking Orders

- All orders placed will receive an order number, and you can follow up on your by calling in or sending an email to our office. Please make sure to have your order number on hand for efficient tracking.

## **Ownership**

- Once goods are received, you will be required to inspect the package and goods to ensure that they are intact and in good condition before signing the receipt of delivery.
- Should the product or goods contained in the package be damaged, please do not accept delivery of the goods and follow all steps in our “Damaged Goods Return Policy”.
- Once goods have been delivered to (or collected by) you, and you have signed the delivery note, the ownership is now transferred to you.
- Storage Direct is not responsible for the use and misuse of any products purchased from their website.
- We are not held liable if goods or property are damaged or people injured, due to use of the products purchased from us.
- Storage Direct does not manufacture any of the products sold on their website,
- And hence Storage Direct does not accept responsibility on behalf of the vendor who has supplied the relevant product.
- We request that you always follow safety guidelines and manual at all times.

### **The following delivery options are available:**

- Storage Direct will deliver to you. For delivery charges please see “Delivery Charges”. Once goods are delivered and the delivery note is signed, ownership of goods is transferred to you.
- You will collect from Storage Direct Warehouse. The warehouse address will be provided to you. We will confirm with you as soon as the package is ready for you to collect. We will contact you and agree on collection time. Collection time is weekdays between 9am – 3pm. Once you have collected from our warehouse and signed the delivery note ownership of goods is transferred to you, and you are responsible for the transportation of goods to your premises.

## **Lost Goods**

- All orders placed will be delivered. If your order is lost, damaged or stolen, Storage Direct will replace all products within specified timeframe, or provide you with cash refund or credit that can be used to make further purchases on the Storage Direct Website.

## **Damaged Goods Policy**

- Most importantly – do not accept damaged goods when being delivered or collected.
- Please notify the delivery driver of damaged goods, do not sign the delivery note, and mark invoice as “damaged goods”.
- Please assist us by taking pictures of the package and contents and email this to us.

- We will contact you within 24hours to discuss replacement of all damaged goods.
- Should you subsequently discover that the goods are damaged (upon opening and attempting to use the goods) please can you inform us immediately of such (telephone or email). You will need to provide full details of the damage, including pictures of the damaged item. Please note that you have 2 business days from receipt of the item to notify us of the damage, if not the item will be treated according to the Storage Direct “Warranties Terms and Conditions”.

## **Returns and Exchanges Terms and Conditions**

Please take note of our Returns terms and Conditions:

### **Returns**

- All products that are no longer required and are to be returned, carry a 10% handling fee and all delivery costs are to be borne by the customer.
- The product must not be damaged or used.
- The product must still be in its original packaging and condition, with all accessories, manuals, guidelines, parts, packaging, etc. – basically it must be in a condition which allows us to resell the product.
- All original invoices must be returned to Storage Direct.
- No product can be returned if it has been more than 15 days after delivery or collection.
- We reserve the right to refuse a return, if the product packaging and product itself has not met all our returns conditions.
- No cash refunds will be provided.
- Customers will receive a credit note that can be used on the Storage Direct Website for future purchases.

### **Exchanges**

- Exchanges for similar products are allowed, however customers will need to cover all delivery costs related to the exchange.
- No products can be exchanged if it has been more than 15 days after delivery or collection.
- The product must not be damaged or used.
- The product must still be in its original packaging and condition, with all accessories, manuals, guidelines, parts, packaging, etc. – basically it must be in a condition which allows us to resell the product.
- All original invoices must be returned to Storage Direct
- We reserve the right to refuse an exchange, if the product packaging and product itself has not met all our exchange conditions.