

Delivery Policy

A. Scope of Delivery

We offer delivery services across South Africa. Delivery to remote or outlying areas may require additional time.

B. Order Processing

Orders are processed within 1-2 business days, which includes payment verification, order picking, and quality checks.

C. Delivery Methods & Timeframes

Delivery times are estimates and may vary due to courier delays, public holidays, or stock availability.

Delivery options include:

- - Standard Delivery: 3-7 business days from order confirmation
- - Click & Collect: Available within 1-2 business days

D. Delivery Fees

Delivery charges are calculated at checkout based on your location and selected delivery method. Free delivery may apply to qualifying orders as advertised on our website.

E. Delivery Address & Responsibility

Customers must provide a complete and accurate delivery address, including any relevant unit numbers, access codes, or contact details. It is the customer's responsibility to ensure someone is available to receive the order during business hours.

F. Undeliverable Parcels

An order may be deemed undeliverable due to:

- - Incorrect or incomplete address
- - Inaccessible delivery location
- - Repeated failed delivery attempts
- - Failure to collect from a courier depot
- - Unpaid customs duties (if applicable)

In such cases, we will attempt to contact you. If unresolved, the order will be returned, and a refund will be issued, excluding original and return shipping fees.

G. Proof of Delivery

A signature at the delivery address or a courier photo of the delivered parcel will serve as proof of delivery.

Reg no: 2012/037561/07	Incorporator and Director: Mr. M M Tlabano	26 Baobab Avenue Birchleigh Kempton Park 1618	Cell: 067 233 3453 e-mail: sales@mathedutoys.co.za Website: mathedutoys.co.za
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H. Damaged or Incorrect Orders

Please inspect your parcel upon delivery. If it appears damaged, you may refuse acceptance and request a return. Note this on the courier's waybill.
 If damage or discrepancies are discovered after acceptance, notify us within 48 hours by emailing support@mathstoysafrica.co.za with your order number and photos of the issue.

I. Risk & Ownership

Ownership transfers to the customer upon full payment. Risk transfers upon delivery. META is responsible for any loss or damage until delivery is completed.

J. Legal Compliance

This policy complies with the following South African legislation:

- - Consumer Protection Act (CPA): Customers may cancel orders before dispatch and return goods under specific conditions.
- - Protection of Personal Information Act (POPIA): Customer data is handled securely and in accordance with our Privacy Policy.
- - Electronic Communications and Transactions Act (ECTA): Customers receive electronic confirmation of orders and delivery details.

K. Policy Updates

We reserve the right to amend this policy at any time. The latest version will be available on our website.

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