

Terms and Conditions for Delivery Charges

*Unless otherwise stated on the product page, the following rates will apply:

Kimberley

FREE delivery for all orders over R 400.00

Orders under R 400.00 – R 40.00

Click to collect – FREE

Major towns/cities, except Kimberley

FREE delivery for all orders over R 1000.00

Orders under R 1000.00 – R 190.00

Click to collect – FREE

Rural areas

A surcharge may be added for outlying areas. If a surcharge applies, we will notify you before processing your order.

Please contact us for alternate delivery options and solutions if needed.

Please note all orders over 50kg weight or 50kgs 'volumetric weight' will be processed as multiple orders and additional delivery charges may apply. In such instance we will notify you before processing your order.

How long will my order take to arrive?

We aim to provide superior service and delight our customers by delivering all orders expeditiously every time.

Unfortunately, sometimes we experience challenges that are out of our control. Please allow 1 (one) to 4 (four) working days (local deliveries) for your delivery to reach you. For **remote and outlying areas** please allow up to 10 working days for your delivery to reach you.

Stock shortages

Should a product you have ordered be:

- **Temporarily unavailable**, we will notify you thereof as well as the anticipated time delay in delivery. Unless you agree to wait longer for your order or accept delivery of another product instead, Kimberley Dierewinkel (PTY) Ltd will issue a refund in respect of that product to you.
- **Discontinued/Permanently unavailable**, we will notify you and, unless you agree to accept another product instead, Kimberley Dierewinkel (PTY) Ltd will issue a refund in respect of that product to you.

Delivery fees will not be refunded if the unavailable item(s) forms part of an order which included items that will still be delivered.

Delivery Times

MONDAYS – FRIDAYS: 08H00 – 17H00

Please ensure that someone is available to receive your parcel at the delivery address supplied by you.

Late Deliveries

The Electronic Communications and Transactions Act 25 of 2002 ('ECT Act') entitles you to cancel your purchase within 7 days' notice if the products you have purchased are not delivered within the agreed delivery period as specified in our Delivery Policy. Certain items for sale on the website do have a lead time for delivery published on the product detail pages and need to be taken into account as part of our delivery policy. Should you choose to cancel an order that has not been received within our estimated delivery period, items either need to be:

- Not accepted and returned with the courier upon delivery; or
- If already received, returned to Kimberley Dierewinkel (PTY) Ltd in their original state

All order cancellations must be communicated by calling 053 832 5711 or emailing eshop@kimvet.co.za. We will then refund you as per our refund policy.