

## **DELIVERY POLICY**

### **How long will it take to receive my order?**

- Skynet Overnight: Afternoon delivery, next business day.
- Skynet Road Freight, 3-4 business days
- Skynet International, 5-7 business days
- South African Post Office for local deliveries – 7-10 business days
- South African Post Office EMS service for international deliveries – 10-15 business days

### **What happens if I don't receive my package?**

All packages will have a tracking number. Basil Manning will follow up with the courier company or post office should you not receive your package. If after a reasonable amount of time the parcel has not been delivered, Basil Manning will send a replacement.

### **Will I have to pay any taxes or import duties?**

For deliveries within South Africa, VAT is included in the price and there are no duties applicable. For international deliveries, no South African VAT is charged; however, you may need to pay additional customs handling fees, duties and/or taxes. Because each country is different, and these fees change often, we do not know these fees. Your local post/customs office can give you this information.

### **Defective Products**

Basil Manning wants you to be completely satisfied with your purchase. Product is deemed defective either from the manufacturer or Basil Manning. All products should be shipped back to Basil Manning where our quality control department will examine it and do the following: Consider it defective through Basil Manning standards and immediately ship your replacement or refund your money or contact the manufacturer to see if they cover the defective merchandise, then contact you with the information we have received.