

# Shipping Policy

Our Shipping Policy was last updated on 18 January 2023

## Interpretation and Definitions

### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

### Definitions

For the purposes of this Disclaimer:

- "Company" (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to **Kan'ān ôr'ganik**
- "Goods" refers to the items offered for sale on the Service.
- "Orders" means a request by You to purchase Goods from Us.
- "Service" refers to the Website.
- "Website" refers to **Kan'ān ôr'ganik**, accessible from <https://kanan.co.za>
- "You" means the individual accessing the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Thank you for visiting and shopping at **Kan'ān ôr'ganik**. The following terms and conditions constitute our Shipping Policy.

## Domestic Shipping Policy

### Shipment processing times

All Orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays.

If We are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of Your Order, We will contact You via email or telephone.

### Shipping rates & delivery estimates

Shipping charges for Your Orders will be calculated and displayed at checkout.

For orders up to and including R800 a standard shipping fee of R80 will be charged.

For orders over R800 **no** shipping fee will be charged.

- Shipping method: The Courier Guy Standard Shipping

Overnight delivery is not available.

Delivery delays can occasionally occur.

## **Shipment area**

**Kan'ān ôr'ganik** ships to addresses within the Republic of South Africa.

## **Shipment confirmation & Order tracking**

You will receive a Shipment Confirmation Email once Your Order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

## **Customs, Duties and Taxes**

**Kan'ān ôr'ganik** is not responsible for any customs and taxes applied to Your Order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes)

## **Damages**

**Kan'ān ôr'ganik** is not liable for any products damaged or lost during shipping. If You received Your Order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

## **Contact Us**

If you have any questions about this Shipping Policy, You can contact Us:

- By visiting this page on our website: <https://kanan.co.za>
- By sending us an email: [info@kanan.co.za](mailto:info@kanan.co.za)