

SHIPPING POLICY

Shipping Policy

At Nature's Buys, we are committed to ensuring your order reaches you safely and efficiently.

Order Processing

Orders are processed within 1–3 business days after payment confirmation.

Orders placed on weekends or public holidays will be processed on the next business day.

During promotions, holidays, or peak periods, processing times may be extended.

Delivery Areas

We currently deliver throughout South Africa.

Delivery to remote areas may require additional delivery time.

Estimated Delivery Times

Standard delivery:

- Major cities: 2–5 business days
- Regional areas: 3–7 business days
- Remote areas: 5–10 business days

Delivery times are estimates and not guarantees.

Shipping Charges

Shipping costs are calculated at checkout based on delivery location and order size.

Free shipping promotions may be offered from time to time and will be clearly stated on the website.

Tracking Information

Once your order has been dispatched, you will receive tracking details via email, SMS, or WhatsApp where available.

Delivery Delays

Nature's Buys is not responsible for delays caused by:

- Civil unrest
- Courier disruptions
- Circumstances beyond our reasonable control
- High shipping volumes
- Incorrect customer information supplied
- Public holidays
- Strikes
- Weather conditions/events

Incorrect Address Information

Customers are responsible for providing accurate delivery details.

Additional courier charges resulting from incorrect addresses may be charged to the customer.

Damaged Deliveries

If your parcel arrives damaged:

1. Take photographs immediately
2. Retain all packaging
3. Contact us within 48 hours of delivery
4. Include your order number and supporting photographs

Failure to report damage within 48 hours may affect our ability to assist.