

## Delivery & Shipping Information

At Raynel Communications, we're committed to getting your order to you as quickly and efficiently as possible. Here's everything you need to know about how and when your order will be delivered.

### Order Processing Time (Previously called "Order Lead Time")

#### What is it?

This is the time it takes us to **prepare your order before it is shipped**. This can include sourcing the product, quality checking, and packaging.

- Every product shows its **estimated processing time** (e.g., "Ships in 2–4 working days") on its product page.

- Processing time may vary depending on stock availability, supplier delivery schedules, and product type.

*Please note: This is not the total delivery time. The processing time is in addition to the shipping time.*

## Shipping & Delivery Time

**Once your order has been processed and is ready for dispatch**, we hand it over to our trusted courier partners to deliver to your doorstep.

### Estimated delivery times after dispatch:

- **Major metropolitan areas:** 1–3 working days

- **Outlying or rural areas:** 2–5 working days

*You will receive a shipping confirmation email with tracking details once your order is dispatched.*

## Payment and Dispatch

- Raynel Communications will only dispatch orders upon receipt of full payment or confirmation of payment reflecting with our finance team.

- Cash on delivery is not accepted as a payment method.

- Please be aware that orders paid via EFT payments may experience delayed delivery times due to payment processing delays.

## How to Estimate Total Delivery Time

### Total Delivery Time = Processing Time + Courier Delivery Time

#### Example:

If a product says "Ships in 2–4 working days" and your location takes 1–2 days for delivery:

- Your total delivery time will be 3–6 working days

## Shipping Fees

- **FREE delivery** on orders over **R2000**

- **R75 delivery fee** for orders under R2000



- A link to track your delivery in real time

## Delivery Times

- Deliveries are made **Monday to Friday**, excluding public holidays

- *We do not offer weekend deliveries at this time*

## Delays & Holiday Periods

While we aim to meet all delivery timelines, please allow for possible delays during:

- Peak sale periods

- Public holidays

- *Load shedding or national courier backlog*

## Shipping of Repair Devices

- Every repair includes collection and delivery fees to and from our offices. Ensure that you choose the correct device which needs to be repaired.

- Our customer service agent will contact you to arrange collection of your damaged device at a convenient time to suite you.

- *Please ensure you wrap your device in bubble wrap or something to protect it and seal it in a cardboard box before handing it over to the courier. Raynel Communications will not take responsibility for your device being damaged in transit.*

## Shipping & Collection of Trade-In Devices

- Prepare the Pre-Owned Device(s) you are trading-in to be collected by the Trade-In Partner by:

1. backing up files and information from the Pre-Owned Device; and
2. perform a factory reset on the Pre-Owned Device; and
3. deactivate the Pre-Owned Device from google or iCloud account, and
4. remove sim and memory cards.

- *The Pre-Owned Device will be collected though the Trade-In Partner or their agent and be delivered to the Trade-In Partner for evaluation in accordance with clause 4.1.5.*

Once participants receive the trade-in value of their Pre-Owned Device by the Trade-In Partner, the participant must agree to the terms and conditions of the Trade-In Partner.

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The final trade-in value will be paid by the Trade-In Partner to a participant who submitted a valid IMEI number, as printed on the Promotion Device packaging, confirming they purchased a Promotion Device from a Participating Retail Partner, and by way of an EFT payment or a Raynel Communications online store voucher to the Participant. Participant may elect if they wish to receive an EFT cash back payment or Raynel Communications online store voucher.

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Please ensure you wrap your device in bubble wrap or something to protect it and seal it in a cardboard box before handing it over to the courier. Raynel Communications will not take responsibility for your device being damaged in transit.

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#### Need Help?

If you have questions about your order or need help tracking it, please contact us:

**Email:** [sales@raynel.co.za](mailto:sales@raynel.co.za)

**Call & Whatsapp:** 072 373 8179

**Support hours:** Monday – Friday, 8am – 5pm