

Botlhale Co.

Shipping & Delivery Policy

Effective Date: 3 August 2026

At Botlhale Co., we are committed to delivering your order as quickly, safely, and efficiently as possible.

This Shipping & Delivery Policy should be read together with our Terms and Conditions.

1. Delivery Area

Botlhale Co. currently delivers within the Republic of South Africa only.

We do not currently offer international shipping.

2. Order Processing

Orders are processed once full payment has been successfully received and verified.

Orders are generally packed and dispatched within 1–2 business days after payment has been confirmed.

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

3. Delivery Methods

Botlhale Co. works with reputable courier partners to deliver orders throughout South Africa.

Available delivery options may include:

- Standard courier delivery to your chosen address.
- Collection from participating parcel locker locations, where available.

The delivery options available at checkout may vary depending on your delivery address and the size or nature of your order.

4. Delivery Timeframes

Estimated delivery times begin once your order has been dispatched.

While delivery times may vary depending on your location and the courier selected, Botlhale Co. will make every reasonable effort to ensure that your order is delivered as promptly as possible.

Please note that delivery delays may occasionally occur due to circumstances beyond our control, including:

- Severe weather conditions.
- Public holidays.
- High courier volumes.
- Industrial action.
- Remote delivery locations.
- Other unforeseen events.

5. Shipping Costs

Shipping charges are calculated automatically during checkout and are displayed before payment is completed.

Delivery charges are determined based on the delivery destination and the delivery method selected at checkout.

The total amount payable, including applicable delivery charges, is displayed before the customer proceeds with payment.

6. Delivery Address

Customers are responsible for providing a complete and accurate delivery address when placing an order.

Botlhale Co. cannot be held responsible for delays, additional costs, or failed deliveries resulting from incorrect or incomplete delivery information supplied by the customer.

7. Failed Deliveries

If delivery cannot be completed because:

- the recipient is unavailable;
 - the delivery address is incorrect; or
 - the parcel is not collected from a designated collection point within the required timeframe,
- the parcel may be returned to Botlhale Co.

Any additional shipping costs incurred to resend the parcel may be the responsibility of the customer.

8. Order Tracking

Where available, tracking information will be provided once your order has been dispatched.

Customers can use the tracking information supplied by the courier to monitor the progress of their delivery.

9. Damaged or Missing Deliveries

If your order arrives damaged, incomplete, or appears to have been tampered with, please notify Botlhale Co. as soon as reasonably possible.

To help us investigate and resolve the matter promptly, please provide:

- Your order number.
- A description of the issue.
- Clear photographs of the parcel, packaging, and affected product(s), where applicable.

10. Risk and Ownership

Ownership of the products passes to the customer once full payment has been received.

Risk in the products passes to the customer upon successful delivery to the delivery address or collection point provided during checkout.

11. Contact Information

If you have any questions regarding shipping or delivery, please contact:

Botlhale Co.

Email: info@botlhaleco.co.za

Cellphone / WhatsApp: 063 204 5212

Website: <https://www.botlhaleco.co.za/>