

## **SHIPPING INFORMATION**

Online orders placed with Peppertree Bags will be delivered by Fastway Couriers ([www.fastway.co.za](http://www.fastway.co.za)).

Even the smallest item from Peppertree Bags will be delivered to your door, so please provide us with a physical address that is normally occupied during office hours. Please note that FASTWAY Couriers will only deliver to a physical address, and no P.O. Box number/addresses. FASTWAY Courier requires that each and every delivery be signed and endorsed, as proof of delivery.

View FASTWAY Courier terms and conditions and tracking information: [www.Fastway.co.za](http://www.Fastway.co.za)

### **How much does delivery cost?**

Delivery costs are not included in the purchase price. The delivery costs will be quoted to you when you make a purchase based on the size and weight of the product as well as the delivery address using Fastway Couriers Quick Quote system. This amount will be added to the purchase price.

### **How long does delivery take?**

Standard delivery takes up to 5 working days to main centres. Please note that deliveries to outlying areas may take longer.

Delivery times on sale/ promotional items can take up to 7 to 10 working days.

### **Where can I find information about my order?**

If you would like to determine the status of your order, you can do so through one of the following channels:

1. Track your order using your waybill number on the Fastway Courier website
2. Email Peppertree Bags via [sales@peppertreebags.co.za](mailto:sales@peppertreebags.co.za)
3. Call our office on +27 (21) 880 1161

### **Further questions**

If you have any further questions or queries regarding our shipping or return's policy, please email [sales@peppertreebags.co.za](mailto:sales@peppertreebags.co.za).