

Fitness Freakz Online Store Delivery Policy

The following Delivery Policy is only valid for merchandise purchased via the Fitness Freakz website (“the Online Store”). This policy has been developed to ensure the accurate and secure delivery of all purchases according to your delivery needs. Should you have any questions with regards to deliveries, please contact us on (021) 5586235

Delivery options

1. We can only deliver products to physical addresses within the borders of the Republic of South Africa.
2. Deliveries will be made within 5 business days upon the acceptance of your order.
3. A unique order number will be communicated to you via email which can be used to track the status of your order.
4. Your deliveries will be made through the Post Office, Right Side up and Fast Way Courier Services.
5. Once you have indicated your address and you have received confirmation of your order, we regret that no changes to the specified address and/or delivery option will be accepted.
6. We reserve the right to contact customers and arrange alternative delivery methods and timelines if your delivery address is remote or to cancel the order if delivery is not feasible.

What are your delivery costs?

7. FREE DELIVERY on Orders over R2200.00

Delivery Costs are as follows:

- Delivery from Post Office to Post Office via Speed bag services for Next day Delivery R69.00- R75.00 (depending on Region)
- Delivery with Fast way Couriers From R65.00 – R150.00 (Depending on Region and weight of parcel.)
- Right Side Up Couriers – R142.00

Delivery Specifications

8. In order to safeguard your purchase, the courier will only deliver to the specified address and to you or one of the people indicated on the notes of the order as being authorised to receive your parcel.

Receiving your goods

9. All parcels delivered will be secured with a unique purchase sealing tape. Should this be broken, please follow the guidance below in point 10.

10. The person receiving the parcel will be asked by the courier to sign the waybill indicating that the parcel/carton has been received undamaged and in good condition.

11. Proof of ID may be requested to verify authenticity of purchaser

12. In the unlikely event that the parcel/carton is damaged and/or the security seal is broken, then the receiving person can either:

- Check the parcel in front of the driver and indicate on the courier's waybill (delivery documentation) whether there are any breakages, and/or
- damages and/or
- items missing.

Both parties (the courier and the person receiving) will need to co-sign their names against this indication. If the receiving person chooses to still accept the damaged carton, the waybill will reflect that a damaged parcel was received and accepted with both parties co-signing.

b)

Alternatively, the receiving person can send the parcel back and indicate on the waybill the reasons for sending the parcel back. Both parties will need to co-sign against this indication.

Are any delivery costs applicable if you exchange a product which was purchased online?

13. Kindly refer to our [refund policy](#) for further information.

Termination / Cancellation?

14. Fitness Freakz reserves the right to refuse service, cancel orders and terminate accounts at the company's discretion.