

Evolve Lubricants (Pty)Ltd Shipping policy

DELIVERY / SHIPPING POLICY

- 1.1. The following Delivery Policy is only valid for merchandise purchased via the Evolve Lubricants website ("the Website"). 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 082 469 7894.
- 1.2. Our standard estimated delivery policy of 3-5 working days will apply for all orders of in-stock items. Orders placed on a Friday will be delivered on the following Monday or Tuesday.
 - 1.2.1. Estimated delivery time of 5-7 working days applies for items marked as low/no-stock.
 - 1.2.2. Orders of 3 units or more of any product may extend delivery time to 5-7 working days depending on stock availability.
- 1.3. We can only deliver products to physical addresses within the borders of South Africa unless special arrangements are made for export.
 - 1.3.1. Evolve Lubricants accepts no responsibility for any export costs, possible export/import inspection fees, or any export related costs.
- 1.4. Standard Deliveries will be made within 3-5 business days upon acceptance of your order and after the invoice value has cleared in our bank account. Note, for certain outlying areas we have to use regional third-party couriers and while every effort is made to expedite delivery, service to these areas may take an additional 2 days and may be subject to additional costs.
- 1.5. Quoted delivery times are a guide only and while Evolve Lubricants endeavours to meet the targeted delivery times for Standard deliveries, from time to time factors beyond our control can result in delayed delivery.
- 1.6. Your deliveries will be made through a designated courier company or the Evolve Lubricants Service Centre.
- 1.7. 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.
- 1.8. 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
- 1.9. Before you finalise your order, you have the option to indicate in the "Notes" field whether the order should only be delivered to you OR you can specify an alternative authorized person's name to receive it on your behalf. You or the authorized person will be required to show proof of identification to the courier upon delivery.
- 1.10. In order to safeguard your purchase, the carrier 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.
- 1.11. The courier will request proof of identity from the person receiving the parcel if this was indicated in the "notes" field of the order.
- 1.12. 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.

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- 1.13. After delivery of the product to the specified person and/or address, we accept no further liability for the product.
Proof of ID may be requested to verify authenticity of the purchaser.
- 1.14. In the unlikely event that the parcel/carton is damaged on delivery, 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; alternatively, refuse to accept receipt of the parcel. 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.
- 1.15. Kindly refer to our policy for further information.
- 1.16. Evolve Lubricants reserves the right to refuse service, cancel orders and terminate accounts at the company's discretion.

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