PACKMAN DELIVERY & SHIPPING POLICY

Effective Date: 5 October 2026
Website: www.packmanpacking.co.za

1. Delivery Areas

PackMan supplies customers within South Africa.

International enquiries may be considered by arrangement and should be discussed directly with our sales team.

2. Production & Processing Times

Standard orders are generally processed within approximately 10-15 business days, unless a different lead time is stated in the applicable quotation or order confirmation.

Lead times may be longer for:

- Bulk orders
- Custom packing
- Printed or branded packaging
- Specially sourced materials
- Unusual configurations
- Large production runs

2.1. Quoted Lead Times

The applicable quotation or order confirmation should be regarded as the primary reference for expected production timing.

3. Delivery Times

Delivery time after production varies according to:

- Delivery location
- Order size
- Courier or transport provider
- Delivery method
- Product requirements

3.1. Estimated Dates

Any estimated delivery date is provided in good faith but may be affected by circumstances outside PackMan's reasonable control.

4. Delivery Charges

Delivery or transport charges will be:

- Included in the quotation where applicable
- Quoted separately according to the order and delivery requirements

4.1. Variable Charges

As PackMan operates primarily on a quotation basis, delivery fees are not necessarily standardised and may vary according to weight, volume, location and transport requirements.

5. Delivery Information

Customers are responsible for providing accurate:

- Delivery addresses
- Contact names
- Telephone numbers
- Receiving hours
- Site access requirements
- Other information necessary to complete delivery

5.1. Incorrect Information

Additional costs caused by incorrect or incomplete delivery information may be for the customer's account where applicable.

6. Inspection on Delivery

Customers should inspect deliveries as soon as reasonably possible. Visible damage, shortages or incorrect goods should be reported to PackMan within 48 hours of delivery in accordance with our Returns, Claims & Credits Policy.

7. Risk

Unless otherwise agreed in writing, risk in the products passes to the customer upon delivery.

8. Delayed Deliveries

PackMan will endeavour to communicate material delays where reasonably possible.

PackMan cannot guarantee that external couriers, transport providers or circumstances beyond our reasonable control will always meet estimated delivery times.

9. Collection

Where collection from PackMan's premises has been arranged, collection requirements and timing will be confirmed directly with the customer.

10. Contact

For delivery-related enquiries:

PackMan Packing

8 Cam Crescent

Robertville

Florida

1709

Gauteng

South Africa

Telephone: 011 472 9541

Email: sales@packmanpacking.co.za