



**SUSTAINIVITY
PTY LTD**

Address: Postnet Rayton Alzu,
Cnr R515 and R104, RAYTON
Email: zoladevilliers@gmail.com
Website: www.zoladevilliers.co.za

SHIPPING POLICY

Shipping Policy

Thank you for shopping with **SUSTAINIVITY PTY LTD**, registration number **2019/184031/07**, the Publisher of Lovescam Pocket Guide, written by Zola De Villiers.. We take great care in packaging every book to ensure it arrives at your doorstep in excellent condition.

Below are the terms and conditions that constitute our Shipping Policy.

Processing Time

All orders are processed within 1–2 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has been shipped.

If we are experiencing a high volume of orders or carrier delays, shipments may be slightly delayed. Please allow additional days in transit for delivery.

Shipping Rates & Estimates

Shipping charges for your order will be calculated and displayed at checkout. The following options are available within South Africa:

- PAXI: R60 (less than 2 kg weight). Delivery time 7-9 working days
- PUDDO: R50-60 (up to 5 kg weight). Delivery time 1-3 working days
- Courier: per request, average R100 depending on location and size of the parcel.

How We Package Our Books

Books are susceptible to corner dents and moisture during transit. To ensure your order arrives safely, we use:

- Bubble wrap for single book.
- Sturdy cardboard boxes with padding/bubble wrap for multi-book orders.

Order Tracking & Delivery

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow **24–48 hours** for the tracking information to become available on the carrier's website.

If you haven't received your order within **10 days** of receiving your shipping confirmation email, please contact us at **admin@zoladevilliers.co.za** with your name and order number, and we will look into it for you.

Missing, Damaged, or Lost Packages

- **Damaged in Transit:** If your book arrives damaged (e.g., severe moisture damage or structural tearing), please contact us within 48 hours of delivery at admin@zoladevilliers.co.za with photos of the damaged item and original packaging. We will send a replacement or issue a refund promptly.
- **Incorrect Address:** Please ensure your shipping address is correct at checkout. We are not responsible for orders shipped to an incorrect address provided by the customer.

Questions?

If you have any questions about our shipping policy, please contact us at:

- **Email:** admin@zoladevilliers.co.za