

# DELIVERY

## Delivery Process

### How long does delivery take?

Delivery time varies depending on the product and your location. Our warehouse is based in Epping, Pretoria. For those items that are in stock, we aim to deliver regular parcels to central areas in South Africa within 2-7 business days, to outlying areas within South Africa within 5-7 business days and special freight items within 15-21 business days from the date your payment has been received. Once your order has left the warehouse, you will receive a delivery notification email. Please allow a few days after the notification for your order to arrive.

### What does your standard delivery include?

All Proton Solar orders are delivered during business hours. Couriers are unfortunately not able to specify an exact delivery time for small to medium items, but for large items the courier can advise morning or afternoon for delivery.

We are currently unable to cater to any additional delivery requests including, but not limited to: express shipping, selection of specific delivery date or time and weekend deliveries.

### Which delivery method do you use?

We send products through one of several couriers including Time Freight and InterTown Transport. Our standard agreement with our couriers does not include a call to arrange a suitable delivery time. However, once your items have left our warehouse, you will be able to track their journey online. Please note that delivery dates shown on the courier's websites are only estimate and Proton Solar will not be liable for late deliveries.

Items will be sent to the delivery address you provide when placing your order. We cannot accept a PO Box for these items as a delivery address because our courier partners are unable to deliver to a PO Box. We suggest you provide a street address for a delivery.

Usually, our courier deliveries are sent straight to your doorstep and require a signature upon delivery to acknowledge that the items have been received in a reasonable order.

Due to security and liability restriction of the couriers, the customer is responsible for bringing any of such merchandise inside. We therefore recommend that you have someone available to help carry the items inside, unpack and install.

If, for any reason, our courier partner is not able to successfully deliver your order they may leave a card with further delivery instructions. In these situations, Proton Solar reserves the right to charge you for any additional costs incurred (e.g. delivery and storage) or to cancel the sales contract, in which case, we will fully refund you the net amount (i.e. the amount you paid minus the deliver and storage costs).

In very exceptional cases, where delivery may result in unusually high courier charges (including, but not limited to, remote delivery locations, inner city deliveries, international

deliveries, etc.), Proton Solar reserves the right to cancel an order. Please contact Proton Solar to check if the location may be subject to unusually high courier charges.

### **What about International Deliveries?**

For International Orders, please contact our sales team directly to place such orders at [sales@protonsolardistributers.co.za](mailto:sales@protonsolardistributers.co.za)

### **Do you offer express delivery?**

Unfortunately, we are currently not able to offer express shipping.

### **Does Proton Solar deliver orders after business hours?**

At this stage, Proton Solar only delivers within business hours.

### **What if I am not home when my package arrives?**

When the courier company arrives at your home and you are not at home, they will contact you via phone to arrange an alternative time or date. However, we may charge you for storage fees and associated delivery costs for re-delivery.

## **Tracking**

### **At least one of my items has not arrived. What can I do?**

If you order multiple items at different times and through multiple transactions through our website, you may receive multiple deliveries shipped by multiple couriers.

If only part of your order has arrived, please contact our Customer Care Team on [sales@protonsolardistributers.co.za](mailto:sales@protonsolardistributers.co.za)

### **The tracking shows my order has been delivered but I didn't receive it.**

If you find that your item shows it has been delivered but you never received it, please go through the following steps:

1. Has your item been left with your neighbours?
2. Have you contacted the courier depot to check if the driver left your parcel?
3. Contact us on 012 100 3193 or [sales@protonsolardistributers.co.za](mailto:sales@protonsolardistributers.co.za)

### **My items haven't arrived yet, what can I do?**

Please check the estimated dispatch time of each item on your order confirmation email. As soon as your order has been dispatched we will send you a delivery notification email. Before contacting us directly, ensure that you check the delivery tracking status of your order on the courier website.

Once the item has left the warehouse, you will receive a delivery notification email from us and in most cases the courier will give you a call to arrange a suitable delivery date.

### **How can I track my order?**

Once the item has left the warehouse, you will receive a SMS notification from our courier partners, Time Freight

In the SMS will be your Tracking Number - please visit [www.timefreight.co.za](http://www.timefreight.co.za) to track your order.

In most cases the courier will contact you via SMS or a call to arrange a suitable delivery time.

## **General**

### **I placed two orders. Are you able to consolidate the orders, so that I only receive one delivery?**

Since our orders are automatically processed, we are not able to guarantee combining two or more separate orders in one delivery.

On top of that, your two orders might come from different warehouses.

### **Do you ship outside of South Africa?**

Yes, we do but please place your order offline. You can contact us at [sales@protonsolardistributers.co.za](mailto:sales@protonsolardistributers.co.za) or contact us on 012 100 3193.

### **What is your Delivery and Returns Policy?**

If you would like to return an item, please view the full Delivery and Returns Policy by clicking [here](#).