

## SHIPPING & DELIVERY POLICY

**Body and Soul Active Lifestyle (Pty) Ltd.**

**Website:** [www.bodyandsoul.co.za](http://www.bodyandsoul.co.za)

**Email:** [info@bodyandsoul.co.za](mailto:info@bodyandsoul.co.za)

**Courier:** The Courier Guy

**Last Updated:** 25 August 2026

We want your Body and Soul order to reach you safely and as quickly as possible.

This Shipping & Delivery Policy explains how orders placed through [www.bodyandsoul.co.za](http://www.bodyandsoul.co.za) are processed and delivered.

### 1. DELIVERY SERVICE

Orders placed through our website are delivered using **The Courier Guy**, unless otherwise stated.

Delivery availability may depend on the delivery address and the service selected or available at the time of purchase.

### 2. ORDER PROCESSING

Orders are processed after successful payment has been received.

Orders may require additional processing time during:

- Weekends;
- Public holidays;
- Promotional periods;
- Product launches;
- High-volume sales periods; or
- Circumstances outside our reasonable control.

Where there is an unexpected delay in processing your order, we will endeavour to communicate this to you.

### 3. DELIVERY TIMEFRAMES

Estimated delivery timeframes may vary depending on:

- Your delivery address;
- Courier capacity;
- Product availability;
- Weather;

- Public holidays;
- Remote-area delivery requirements; and
- Other circumstances affecting courier operations.

Any delivery timeframe displayed at checkout or communicated to you should be regarded as an estimate unless expressly stated otherwise.

Courier delays do not automatically constitute a failure by Body and Soul Active Lifestyle to fulfil an order.

#### **4. DELIVERY ADDRESS**

Customers are responsible for providing a complete and accurate delivery address when placing an order.

Please carefully check:

- Your name;
- Street address;
- Suburb;
- City/town;
- Postal code;
- Contact number; and
- Any relevant delivery instructions.

If an incorrect or incomplete address is provided, delivery may be delayed or the parcel may be returned to us.

Additional delivery charges may apply if the order needs to be resent because incorrect delivery information was supplied by the customer.

#### **5. TRACKING**

Where tracking information is available, it may be provided to you once your order has been dispatched.

You can use the tracking information to monitor the progress of your delivery.

Once an order has been handed to The Courier Guy, certain aspects of the delivery process are outside our direct control.

#### **6. DELIVERY ATTEMPTS**

The courier may attempt delivery to the address provided.

Please ensure that someone is available to receive the parcel where required.

If delivery cannot be completed because nobody is available, the address is inaccessible, the customer cannot be contacted or other delivery requirements are not met, the courier may make further arrangements in accordance with its procedures.

## **7. REMOTE AREAS**

Additional delivery time or charges may apply to certain remote or outlying areas.

Where an additional charge applies, we will endeavour to communicate this before dispatch or as soon as reasonably possible.

## **8. DAMAGED PARCELS**

If your parcel appears visibly damaged when delivered, please take photographs of the packaging before opening it where possible.

If the product inside is damaged, contact us at [info@bodyandsoul.co.za](mailto:info@bodyandsoul.co.za) within **7 days of receiving the order**.

Please provide:

- Your order number;
- Your contact details;
- Photographs of the parcel;
- Photographs of the damaged product; and
- A description of the damage.

Please refer to our **Refund & Returns Policy** for the full procedure.

## **9. INCORRECT OR MISSING ITEMS**

If you receive an incorrect product or an item appears to be missing from your order, contact us at [info@bodyandsoul.co.za](mailto:info@bodyandsoul.co.za) as soon as possible.

Please provide your order number and details of the issue.

We will investigate the matter and advise you of the appropriate next steps.

## **10. UNDELIVERABLE OR RETURNED PARCELS**

A parcel may be returned to Body and Soul Active Lifestyle if it cannot be delivered because of:

- An incorrect or incomplete address;
- An unavailable recipient;
- Repeated unsuccessful delivery attempts;

- Failure to collect the parcel where applicable; or
- Other circumstances attributable to the recipient.

If a parcel is returned to us and needs to be resent, additional delivery charges may apply where the failed delivery resulted from information or circumstances attributable to the customer.

## **11. LOST PARCELS**

If your order appears to have been lost during delivery, please contact us.

We will liaise with the courier and investigate the shipment.

Where appropriate, we will provide a replacement, refund or other remedy in accordance with applicable law and the circumstances of the order.

## **12. DELIVERY TO THIRD PARTIES**

If you provide an address where another person is authorised to receive your order on your behalf, delivery to that person may be treated as delivery to the address supplied by you.

Please ensure that the recipient is aware that a delivery is expected.

## **13. INTERNATIONAL ORDERS**

Unless expressly stated otherwise on our website, our standard delivery service is intended for deliveries within South Africa.

## **14. CONTACT US**

For delivery questions or assistance with an order, please contact:

**Body and Soul Active Lifestyle (Pty) Ltd.**

**Email:** [info@bodyandsoul.co.za](mailto:info@bodyandsoul.co.za)

**Website:** [www.bodyandsoul.co.za](http://www.bodyandsoul.co.za)

When contacting us about an order, please include your order number so that we can assist you as quickly as possible.