

SHIPPING AND RETURNS POLICY

Consumer Protection Act (CPA) Aligned | Effective Date: June 2026

1. Fixed Flat-Rate Shipping

We offer a transparent flat-rate shipping structure to streamline your checkout experience. A standardized fee of **R80.00** is charged per fulfillment order to cover shipping anywhere across South Africa.

2. Weekly Courier Locker Schedule and Timelines

Because our e-commerce operations are run directly by an independent author, our fulfillment schedule relies on a specific batch window to manage logistics efficiently:

- **Dispatch Window:** All book orders are packaged and handed over to **The Courier Guy Lockers** (originating from 6 Maree St, Potchefstroom) **once a week on Fridays**.
- **Cut-Off Period:** Orders finalized by Thursday night will be processed for the Friday morning drop-off pool. Orders finalized on Friday or during the weekend will automatically be rolled over to the following week's Friday dispatch pool.
- **Transit Expectations:** Once dropped into the courier ecosystem on Friday, typical transit times take between **3 to 7 business days** to reach your designated address or locker destination, depending on regional proximity and main-center logistical layouts.

3. Local Pickup Terms (Potchefstroom)

Customers local to the North West region can select the **"Local Pickup / Collection"** option during checkout. Selecting local pickup completely waives the R80.00 shipping fee. Upon successful payment clearance, our team will issue a direct, manual email to your provided address to outline the private collection venue details and coordinate a mutually acceptable pickup window.

4. Damaged Goods and Liability Portal

In alignment with your rights under the Consumer Protection Act (CPA), we stand by the quality of our print products. If a courier transaction results in a physically damaged book, we hold ourselves liable, subject to the following validation process:

- **Reporting Period:** You must notify us of any transit damage within **15 calendar days** from the timestamp of delivery or locker collection.
- **Filing a Claim:** To register a valid dispute, you must email **admin@jungujosh.info** with your order number, a brief statement of the issue, and clear **photographic proof of the damage** to the books.

5. Refund and Freight Distribution Parameters

- **Account Reimbursement:** Once a physical damage claim is inspected and validated via email, approved funds will be transferred directly back into the customer's bank account or reversed via the PayFast dashboard portal.
- **Shipping Fee Rules:** Because shipping charges are exhausted immediately upon fulfillment to settle the third-party courier service provider, the initial R80.00 delivery fee remains non-refundable.
- **Return Transit Coverage:** If it is logistically required that the damaged book copy be physically returned to our office base in Potchefstroom, **we will fully cover and pay for the return shipping fees** to transport the item back to our custody.

Merchant Operator & Owner: Constant Van Graan

Official Support Email: admin@jungujosh.info

Official Contact Phone: 083 455 5892

Origin Point Address: 6 Maree St, Potchefstroom, 2520