

Shipping and Returns

Delivery of goods will only be actioned once payment is cleared by our accounts department. This process in some instances can take up to 24 Hours. Delivery to main towns and city centres outside of Gauteng will take 4 - 5 working days. Outlying areas 5 - 7 working days. We deliver door to door via our chosen courier service or our own drivers. As always we will do our best to reduce delivery times as stated and must be seen as worst case scenarios.

We offer worldwide shipping and this is calculated at checkout. The client is responsible for all import duties and custom tax in their respective country. International order delivery will take between 7 and 21 working days.

Shipping costs will be for the account of the customer and will be quoted and paid for before dispatched.

Any questions about shipping please contact us on +27 11 894 1165 or info@egcore.co.za

International Shipping

International shipping is calculated by weight at checkout. We ship with either Airmail or EMS. International prices are excluding SA tax. The customer will be responsible for all customs tax and import duties that are levied by their respective country. You will be sent a tracking number where you will be able to track your shipment. We do not accept returns on international orders.

Alternatively please contact us at info@egcore.co.za for shipping/ Transport costs and information.

Tracking

All parcels are dispatched with a tracking number. Once your parcel is dispatched a tracking number will be emailed to you.

Refund & Return Policy

Eqcore Pty Ltd retains the right to accept or reject any order that is/was placed with it for no reason at all this will be communicated with relevant customer/s. If Payment was made a full refund will be made.

The provision of goods and services is subject to availability. In cases of unavailability due to some error in stock, we will refund the client in full within 5 days. Cancellation of orders by the client will attract a 10% charge for administration costs.

We reserve the right to cancel an order for which payment has already been received. This may occur if stock is insufficient or the quality of goods ordered does not meet

our standards. Should Eqcore Pty Ltd exercise this right, the User will receive a full refund with no deductions. Any complaints or compliments regarding the standard and quality of the product or products bought by customers / consumers through the e commerce facility should be directed to Eqcore Pty Ltd at info@eqcore.co.za

Non defected product may be returned within 14 days of receiving the goods. A full refund will be given (via initial payment method). You have the right to open the package and check the contents but the product must be returned unused, and all original packaging and labeling must be returned or we will be unable to issue a refund.

Please keep in mind that you are responsible for the safe delivery back to Eqcore Pty Ltd of all returns, we suggest courier or insured post and tracking. Defected or faulty products may be returned within 14 days and a full refund or if chosen by the customer, a swop, will be given once we have received and confirmed the fault. For returns over 14 days a credit note will be issued within 30 days of purchase.