



## **FAQ'S- PROCESS FOR ONLINE BUYING**

### **ORDERING & PURCHASING**

#### **What payment methods do you accept?**

We accept Visa and MasterCard and Instant EFT on our website

#### **What if an item you require is out of stock?**

Contact us on our Tel at 0313011610 and we will be glad to help you get your required product

### **DELIVERY**

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

Our staff will be happy to provide you with a tracking number to track your parcel. The tracking number or waybill number is emailed to you as soon as your order is placed with the courier company

#### **What shipping provider do you use?**

We use The Courier Guy

#### **How much will shipping cost?**

Depends on the area you are located in. in most cases it cost R80-R100 to all major city centers. Watch out for our free delivery promotions. (T's & C's apply)

#### **How long does shipping take?**

Usually 3-5 working Days

### **QUALITY & WARRANTY**

#### **Do you sell quality products?**

CZA Marketing products are designed and manufactured in South Africa according to rigorous quality standards. Our vision and mission is to provide the best quality products to our customers.

### **RETURNS**

#### **What is your returns policy?**

CZA Marketing will accept product returns for credit or exchange up to 7 DAYS after the dispatch date, provided that the returned product(s) are unused, and in original condition - complete with original documents and packaging.

#### **Which products can be returned?**

Any item(s) purchased on our website are eligible for return, provided they are in new condition as detailed in our Returns Policy. We may not be able to accept returns of:

Special orders

Non-stock products

Distributor stock