

Collection & Delivery Policy

Syntech SA has implemented a collection and delivery policy which will ensure that orders are processed with the highest level of efficiency. Please follow the policy in order to minimize delays and contact our Logistics department if you have any queries, details below:

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Email: reception@syntech.co.za

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Invoices and deliveries will only be processed once payment has been cleared in Syntech account. See the Syntech Payment Policy document for more information.

Deliveries will be scheduled in accordance with the weekly delivery schedule detailed in Addendum A.

Exceptions:

1. Stock shortages may result in delays or part delivery of orders.
2. Public holidays or extraordinary events may result in temporary adjustment of the delivery schedule

Orders for Collection from Syntech Premises :

Orders for a total value of under R2000.00 incl. VAT must be collected.

- If customers request delivery, a delivery fee will be added to your invoice. Sales Rep will advise.
- Proof of Identification may be requested from the party collecting an order, please ensure that an original Drivers license or Certified Identity document is available.
- Please wait for confirmation of available stock from your sales rep prior to arranging collection.

Orders for Delivery by Syntech Driver (Cape Town central and surrounding):

Orders for a total value of over R2000.00 incl. VAT will be delivered free of charge if your area is covered by our driver.

Orders under R2000 to Major centers, Minor centres, and outlying areas:

Orders with a total value of under R2000.00 incl. VAT will be charged a delivery fee of R69 excl. VAT in addition to the appropriate rate illustrated in *Addendum B*.

- Extra surcharges will be for customers account eg fuel, outlying area, driveway surcharge fees.
- By default, parcels will be sent with the most cost effective service, unless otherwise specified by the customer.

Orders over R2000 to Major centers, Minor centres and outlying areas:

Orders with a total value of over R2000.00 incl. VAT, will not be charged a delivery fee, appropriate rate as illustrated in *Addendum B*.

- Extra surcharges will be for customers account eg fuel, outlying area ,drive away surcharge fees.
- By default, parcels will be sent with the most cost effective service, unless otherwise specified by the customer.

All Delivery & Collection policies are subjected to the Terms & Conditions signed on your Reseller Application.



Addendum A: Weekly Delivery Schedule for Cape Town

This chart details the broad outline of our weekly delivery schedule and may provide clients with an indication of when they may expect delivery.

	Monday	Tuesday	Wednesday	Thursday	Friday
09:00	Montague Gardens / Milnerton	Montague Gardens / Milnerton	Montague Gardens / Milnerton	Montague Gardens / Milnerton	Montague Gardens / Milnerton
10:00					
11:00					
12:00	CBD / P. Eiland	CBD / P. Eiland	CBD / P. Eiland	CBD / P. Eiland	CBD / P. Eiland
13:00					
14:00	S. Suburbs / Atlantic Seaboard	N. Suburbs / Stellenbosch / Strand	S. Suburbs / Atlantic Seaboard	N. Suburbs / Stellenbosch / Strand	S. Suburbs / Atlantic Seaboard
15:00					
16:00					
17:00					

Addendum B: Courier Service Allocation & Tariff Breakdown

- Courier shipments are automatically allocated to a free shipping service based on their weight.
- Volumetric weight is calculated through a volumetric weight calculator. Costs are based on the highest value between volumetric and physical weights.
- Shipping services each have different lead times.
- Clients may request a more efficient service when placing the order and will be charged the corresponding delivery charge.
- Costs and lead times will vary according to destination of the shipment.
- Charges are only valid for deliveries within South Africa, please contact us for a quotes on any shipments to alternative areas or special services.

To Major Centres :

Cape Town, Johannesburg, Durban, Port Elizabeth

Shipment Weight	Delivery Service		
	Overnight Express *	Normal Air **	Road Freight ***
< 2kg	Free	-	-
< 5kg	R65	Free	-
< 10kg	R195	R65	Free
< 20kg	R455	R165	R75
> 20kg	POR	POR	POR

- * Overnight Express Delivery before 12.00am next working day
- ** Normal Air Delivery within 2 working days
- *** Road Freight Delivery within 3-4 working days (only deliver on Monday, Wednesday, Friday)



To Minor Centres :

Bloemfontein, Pietermaritzburg, Pretoria, East London, George, Kimberley

Shipment Weight	Delivery Service		
	Overnight Express *	Normal Air **	Road Freight ***
< 2kg	Free	-	-
< 5kg	R110	Free	-
< 10kg	R285	R85	Free
< 20kg	R635	R175	R85
> 20kg	POR	POR	POR

- * Overnight Express Delivery before 11.00am on 2nd working day
- ** Normal Air Delivery within 2 working days
- *** Road Freight Delivery within 3-4 working days (only deliver on Monday, Wednesday, Friday)

To Outlying Areas :

Includes all areas not listed in Major or Minor Centres and any destinations which are more than 50Km away from the Centres.

Shipment Weight	Delivery Service		
	Overnight Express *	Normal Air **	Road Freight ***
< 2kg	Free	-	-
< 5kg	R255	Free	-
< 10kg	R455	R245	R195
< 20kg	R865	R435	R320
> 20kg	POR	POR	POR

- * Overnight Express Delivery before 11.00am on 2nd working day (certain areas excluded due to irregular routing requirements – Call for more info)
- ** Normal Air Delivery within 2 working days (certain areas excluded due to irregular routing requirements – Call for more info)
- *** Road Freight Delivery within 3-4 working days (only deliver on Monday, Wednesday, Friday)