

# Shipping & Delivery

## Delivery Address

bibirouge.com delivers within South Africa, door to door depending on the delivery address at a flat rate of R100. Irrespective of the delivery location, bibirouge.com aims to deliver within 4 working days after manufacturing has taken place. Door to door deliveries are sent to a street address.

No PO Box deliveries are done. bibirouge.com delivers within business hours in the Republic of South Africa. As buyer, you indicate where in South Africa you require delivery, as well as contact numbers to be used in connection with delivery.

Your parcel will be delivered to the address you specify in the checkout process. In the case of door to door delivery, if nobody is present at the address at the time of delivery, our courier will on the second attempt of delivery use the mobile phone number you provided in your order and/or leave a note (in the letterbox if a residential address) to indicate that there was an attempted delivery. The courier will try once more, and if at that time there is still no one to sign for the parcel, it will be your responsibility to call bibirouge.com (0836353132) or send an email to [info@bibirouge.com](mailto:info@bibirouge.com) to arrange delivery. If you don't contact bibirouge.com within 5 working days of the courier attempting the second delivery, the courier will return the parcel to bibirouge.com, and we will contact you via email to discuss potential redelivery at your own cost. If this attempt does not succeed within a reasonable amount of time, bibirouge.com will simply supply you with a gift voucher.

### **Delivery time and delays**

Unless we inform you otherwise, before you place your order and before the final confirmation, the estimated maximum delivery time for an order in South Africa is 1 week (if stock is not available orders may take up to 3 weeks but this only applies for out of stock orders which are then placed via email). Deliveries are made to street addresses, therefore no deliveries to PO Box addresses. All bibirouge.com deliveries take place during business hours i.e. there are no deliveries over weekends or on public holidays. Please take this into consideration when selecting your delivery address.

### **Delivery completed**

A delivery is considered complete as soon as the parcel is handed to an individual at your specified delivery address. This also applies when the package has been handed over by the courier, as indicated in the courier's tracking system. It is your responsibility, as buyer, to ensure that you or the intended receiver of the gift (when applicable) inspect(s) the parcel on arrival and makes known any justifiable complaints. The receiver has the right to refuse the parcel if it appears to have been opened or if it has clearly been damaged. Such complaints and claims must be brought to the attention of bibirouge.com by emailing [info@bibirouge.com](mailto:info@bibirouge.com)