

12 September 2024

Free Delivery Terms and Conditions

Eligibility:

Free delivery is only applicable to orders meeting the specified minimum purchase amount.

Delivery Areas:

Free delivery is available within selected delivery zones. As per schedule on our website. Areas covered up to 40km from the nearest showroom. Any areas further than 40km will incur an additional surcharge.

Free Delivery Minimum Order Value:

Free delivery minimum order value delivery is subject to change. Refer to our website or promotional materials for the most up-to-date information.

Lead Times:

We need adequate lead times for order preparation – Next-day deliveries are subject to the capabilities of the warehouse.

Promotional Periods:

Free delivery promotions may be offered during specific periods and are subject to change without prior notice.

Exclusions:

Some products or categories may be excluded from free delivery eligibility.

- Equipment is not eligible for free delivery (eg. Electronics, Clippers, Scissors, etc)
- Parts (eg. Tilting Mechanisms, Bases, Hydraulics, etc)
- Products minimum order value of R 1500.00 for free delivery.

Check the product description or contact us for details.

Only certain customer groups are eligible for free delivery.

Delivery Timelines:

Free delivery is subject to standard scheduled delivery times. Rush orders or special delivery requests may incur additional charges.

Returns and Exchanges:

If a free delivery order is returned, our standard return terms & conditions apply. Any related return shipping fees will be deducted from the refund amount.

Promo Codes:

Free delivery promo codes must be applied at checkout. Promo codes cannot be applied after order has been completed.

Cancellation:

Free delivery orders that are cancelled after dispatch may incur a restocking or return shipping fee.

Modification of Terms:

We reserve the right to modify or terminate the free delivery offer at any time without prior notice. Changes will be effective immediately upon posting on our website.

Courier

Courier deliveries are not eligible for free delivery. Estimated courier delivery times are between 1 -5 working days. Courier fees apply to all far and outlying areas within the Western Cape, Gauteng & other provinces which will be calculated based on the distance & volume of the order.

RETURNS POLICY

- Have your invoice number for the purchase at hand.
- The item must be in its original packaging (Please ensure no price labels are on the item).
- The item must include all components received in the original packaging.
- Items returned within 10 days will not receive a handling fee (only applicable to free delivery areas & schedule)
- Items returned after 10 days will not be accepted.
- Stock damaged on arrival should be notified to Rapple Products within 48 hours
- Any pre-order or custom order is considered non-returnable.

Free Delivery Schedule

Cape Town	
	Service Areas (Excludes certain areas)
Monday	Northern Suburbs
Tuesday	City Bowl, Atlantic Seaboard, and Southern Suburbs
Wednesday	West Coast Suburbs
Thursday	Eastern and Northern Suburbs
Friday	

Gauteng	
	Service Areas (Excludes certain areas)
Monday	Pretoria North and West
Tuesday	JHB North and West Rand
Wednesday	Pretoria South and East
Thursday	JHB South and East Rand
Friday	