



ECO LOYAL GROUP – ECO LOYAL STORE – **SHIPPING & DELIVERY**

We offer nationwide tracked shipping all over South Africa and deliver directly to your door with The Courier Guy.

Our shipping process is as follows:

1. Confirmation

A confirmation email will be sent to you once your order has been received. We will then start processing your order.

2. Processing + Shipping

Once we receive your order, we will start to process it, make it pretty and get it ready for shipping.

We use The Courier Guy when delivering your parcel. Please allow 12 hours for your tracking number to activate and show movement once you receive it via email.

Please note that once your order has been shipped, we are unable to arrange for cancellation or rerouting of your order.

Once an order is received on our side, it will be delivered to you within 6 to 9 business days.

3. Delivery

You can follow when your order is ready for delivery by checking the detailed information about delivery times and dates by referring to the tracking number you received via email.

The Courier Guy will email and SMS you a pin code on the day of delivery that you will need to provide to them when they handover your package.

For more information and enquiries kindly contact us on 0837799333 or send us an email to info@ecoloyalstore.co.za.