

## Shipping policy

### **GENERAL SHIPPING INFORMATION**

- All orders are processed Monday to Friday (excluding public holidays).
- Tracking advice ( For Orders outside of JHB) will be sent to your email once your order has been made and dispatched.
- Custom Orders can take up to ten business days to manufacture before being shipped.
- In some cases, we may need to contact you before your order can be shipped. To ensure there is no delay, please respond to any email/phone call from our Customer Care team.
- Please note that shipping time estimates below apply after your order is manufactured and shipped.

### **STANDARD SHIPPING (DOMESTIC)**

- Orders are typically dispatched 2-3 business days after placing your order, and Custom Orders can take up to 10 days manufacture before being shipped
- Our orders ship from our factory usually take 3 - 10 business days to reach you.
- Shipping time may vary according to Courier service performance and other Localized issues out of Microtol Plus's control and does not include order processing time.