



Delivery Policy

At Insight Venture (Pty) Ltd we are dedicated to ensuring a seamless and efficient delivery process for all our customers. Below, you'll find details about our delivery policy to guide you through the shipping and delivery of purchased items from our e-commerce website:

1. Shipping Destinations:

We currently offer shipping to South Africa and Neighbouring Countries. If your location is not listed, please contact our customer service team for assistance.

2. Processing Time:

Orders are typically processed within 3-5 business days after payment confirmation. During peak seasons or special promotions, processing times may vary.

3. Shipping Methods:

We offer various shipping methods, including standard and expedited shipping. The available options will be displayed during the checkout process, allowing you to choose the one that best suits your needs.

4. Shipping Costs:

Shipping costs are calculated based on the selected shipping method, the destination, and the weight of the items in your order. The total shipping cost will be displayed during the checkout process before you complete your purchase.

5. Order Tracking:

Once your order has been shipped, you will receive a confirmation email with a tracking number and a link to track the status of your shipment. Please allow some time for the tracking information to update.

6. Delivery Time:

The delivery time depends on the shipping method selected and the destination. Standard shipping usually takes between 3-5 business days, while



expedited shipping may deliver within 1-3 business days. Please note that these are estimated delivery times and actual delivery may vary.

7. Customs and Import Duties:

For international shipments, customers are responsible for any customs and import duties that may be incurred. These charges are beyond our control and are determined by the customs authorities of the destination country.

8. Delivery Address:

Please ensure that the shipping address provided during checkout is accurate and complete. We cannot be held responsible for delays or non-delivery due to incorrect or incomplete address information.

9. Delivery Issues:

In the rare event of delivery issues or if you have not received your order within the specified timeframe, please contact our customer service team at support@insightventure.co.za for assistance.

10. Unforeseen Circumstances:

While we strive to meet our delivery commitments, there may be unforeseen circumstances, such as extreme weather conditions or other events, that could cause delays. We appreciate your understanding in such situations.

11. Contact Us:

For any questions or concerns regarding our delivery policy, please reach out to our customer service team at support@insightventure.co.za

Thank you for choosing Insight Venture (Pty) Ltd. We value your business and are committed to delivering your electronic devices in a timely and reliable manner.

