

SHIPPING & DELIVERY POLICY

Last Updated: August 2026

Kanye Kings Stem Cell SA aims to make ordering and receiving your products as simple and reliable as possible.

This Shipping & Delivery Policy explains how orders are processed, where we deliver, expected delivery times, courier charges, tracking and what happens if there is a delivery problem.

1. Order Processing

Orders are processed once payment has been successfully received and confirmed.

Orders placed outside normal business hours, over weekends or on public holidays will generally be processed on the next business day.

Standard Processing Time: [INSERT NUMBER OF BUSINESS DAYS]

During busy periods, promotions, product launches or public holidays, processing times may be slightly longer.

2. Delivery Areas

Kanye Kings currently delivers to:

[INSERT DELIVERY AREAS / NATIONWIDE DELIVERY INFORMATION]

If your area is not listed during checkout, please contact the Kanye Kings team to confirm whether delivery can be arranged.

3. Delivery Methods

Available delivery methods may include:

- Courier delivery
- Door-to-door delivery
- Collection from an approved Kanye Kings location
- Other delivery options where available

The delivery methods available to you will depend on your location and the products in your order.

4. Delivery Charges

Delivery fees are calculated according to factors such as:

- Delivery address
- Courier service
- Parcel size
- Parcel weight
- Delivery method

The applicable delivery fee will be displayed before you complete checkout.

Standard Delivery Fee: [INSERT IF APPLICABLE]

Free Delivery Threshold: [INSERT IF APPLICABLE]

5. Delivery Times

Estimated delivery times depend on the destination and selected delivery method.

Typical estimated delivery times may be:

Gauteng: [INSERT] business days

Major Cities: [INSERT] business days

Regional Areas: [INSERT] business days

Outlying Areas: [INSERT] business days

These delivery periods are estimates and may vary depending on courier schedules, public holidays, weather, road conditions or other circumstances outside Kanye Kings' reasonable control.

6. Order Tracking

Where tracking is available, customers will receive tracking information once the order has been dispatched.

Tracking details may be sent by:

- Email
- SMS
- WhatsApp
- Courier notification

Please allow time for the courier tracking system to update after dispatch.

7. Delivery Address

Customers are responsible for providing a complete and accurate delivery address.

Please check your:

- Street address
- Suburb
- City
- Province
- Postal code
- Contact number

before completing your order.

Kanye Kings cannot guarantee successful delivery where incomplete or incorrect delivery information has been supplied.

8. Changing a Delivery Address

If you need to change your delivery address, contact Kanye Kings as soon as possible.

Address changes may only be possible before the order has been dispatched.

Once an order is with the courier, changes may not be possible or may result in additional delivery charges.

9. Receiving Your Order

Please ensure that someone is available at the delivery address to receive the parcel where required.

Depending on the courier, the recipient may be asked to:

- Sign for the parcel
- Provide a delivery code
- Confirm their name
- Provide proof of identification

Customers should inspect the parcel when receiving it where reasonably possible.

10. Failed Delivery Attempts

If a courier is unable to complete delivery because:

- Nobody is available to receive the parcel
- The customer cannot be reached
- Access to the property is restricted
- The delivery address is incomplete or incorrect

the courier may attempt redelivery or return the parcel.

Additional courier charges may apply where redelivery is required due to circumstances within the customer's control.

11. Incorrect Contact Details

Customers must provide a working telephone number and email address when placing an order.

Kanye Kings and its courier partners may use these details to:

- Confirm delivery
- Provide tracking
- Request directions
- Resolve delivery problems

Kanye Kings may not be responsible for delays caused by incorrect or unreachable contact information supplied by the customer.

12. Delivery Delays

While Kanye Kings aims to dispatch and deliver orders within the estimated timeframes, delays may occasionally occur.

Possible reasons include:

- Courier delays
- High order volumes
- Public holidays
- Severe weather

- Road closures
- Strikes
- Load shedding or infrastructure interruptions
- Remote delivery areas
- Unforeseen operational issues

Where we become aware of a significant delay, we will aim to keep the customer informed.

13. Lost Parcels

If your tracking information indicates an unusual delay or you believe your parcel may be lost, please contact Kanye Kings.

We may first need to open an investigation with the courier.

Once the parcel has been confirmed as lost, Kanye Kings will determine the appropriate resolution, which may include:

- Replacement of the order
- Resending the affected products
- A credit
- A refund

depending on the circumstances and product availability.

14. Damaged Parcels

If a parcel arrives visibly damaged, please take photographs before opening it where possible.

If the products inside are damaged, contact Kanye Kings as soon as possible and provide:

- Your order number
- Photographs of the outer packaging
- Photographs of the damaged product
- A description of the issue

Damaged product claims will be handled according to the Kanye Kings **Returns & Refunds Policy**.

15. Missing Items

If an item is missing from your delivery, contact Kanye Kings and provide your order number and details of the missing product.

We will review the order and packing information before arranging the appropriate next step.

16. Incorrect Orders

If you receive a product you did not order, please do not open or use it.

Contact Kanye Kings and provide your order number and photographs of the product received where required.

Where the incorrect item was supplied by Kanye Kings, we will arrange an appropriate resolution.

17. Collection Orders

Where collection is available, customers may choose to collect their order from an approved Kanye Kings collection location.

Collection Address: [INSERT]

Collection Days: [INSERT]

Collection Hours: [INSERT]

Customers should wait for confirmation that the order is ready before arriving for collection. Proof of order or identification may be required.

18. Uncollected Orders

Collection orders should be collected within:

[INSERT NUMBER OF DAYS]

If an order is not collected within the specified period and the customer cannot be reached, Kanye Kings may contact the customer to arrange collection or an alternative delivery method.

Additional delivery charges may apply where a collection order is later changed to courier delivery.

19. Deliveries to Businesses and Estates

For deliveries to:

- Office parks
- Estates
- Complexes
- Gated communities
- Shopping centres
- Business premises

please provide all necessary access details when placing your order.

This may include:

- Building name
- Unit number
- Security instructions
- Gate access details
- Reception details

Incomplete access information may cause delivery delays.

20. Deliveries to Outlying Areas

Some remote or outlying areas may take longer to service and may attract additional courier charges.

Where a standard courier service cannot deliver to the supplied address, Kanye Kings may contact the customer to discuss an alternative delivery option.

21. Product Storage After Delivery

Once an order has been successfully delivered, customers are responsible for storing products according to the instructions on the packaging.

Products should not be left:

- In direct sunlight
- In excessive heat
- In a hot vehicle
- In unsuitable outdoor conditions
- In any environment contrary to the stated storage instructions

Kanye Kings may not be responsible for product damage caused by improper storage after successful delivery.

22. Delivery During Extreme Weather

Courier services may be delayed where weather or road conditions make delivery unsafe.

These circumstances may include:

- Heavy rain
- Flooding
- Severe storms
- Road closures
- Other hazardous conditions

Delivery will resume as soon as reasonably possible.

23. Public Holidays and Peak Periods

Orders placed around public holidays, promotional periods or high-volume shopping periods may take longer to process and deliver.

Customers are encouraged to order early where products are required by a particular date.

24. Orders Required by a Specific Date

If you require an order by a specific date, please contact Kanye Kings before placing your order. We will advise whether the requested timeframe appears achievable.

A requested delivery date cannot be guaranteed unless expressly confirmed in writing.

25. International Delivery

International Delivery Status: [INSERT WHETHER AVAILABLE]

If Kanye Kings offers international delivery, additional requirements may apply, including:

- International courier charges
- Customs duties
- Import taxes
- Customs inspections
- Longer delivery periods
- Destination-country restrictions

Unless otherwise stated, the recipient is responsible for any customs duties, taxes or import fees charged by the destination country.

26. Distributor Deliveries

Approved Kanye Kings distributors may be subject to separate shipping arrangements, delivery fees and order requirements.

Distributor delivery conditions are governed by the Kanye Kings **Distributor Terms & Conditions** and any separate distributor arrangements.

27. Risk and Delivery

An order will generally be regarded as delivered once it has been successfully handed to:

- The customer
- An authorised recipient at the supplied address
- Reception or security where authorised or reasonably accepted
- Another delivery point agreed with the customer

Any rights relating to delivery risk remain subject to applicable South African consumer law.

28. Courier Partners

Kanye Kings may use independent courier companies to complete deliveries.

Courier partners may receive the personal information reasonably necessary to deliver your order, including:

- Name
- Address
- Mobile number
- Email address
- Delivery instructions

Personal information is handled in accordance with the Kanye Kings **Privacy Policy**.

29. Cancelling an Order Before Dispatch

If you wish to cancel an order before it has been dispatched, contact Kanye Kings as soon as possible. Where cancellation is still possible, the order will be handled according to the Kanye Kings **Returns & Refunds Policy**.

Once an order has been dispatched, it may need to complete the delivery or return process before a refund can be considered.

30. Customer Responsibility

To help avoid delivery problems, customers are responsible for:

- Providing accurate contact information
- Providing a complete delivery address
- Checking order details before payment
- Being available to receive the parcel
- Responding to courier communication
- Following collection instructions where applicable
- Reporting delivery concerns promptly

31. Contact Us About a Delivery

For delivery, tracking or collection enquiries, please contact:

Kanye Kings Stem Cell SA

Telephone / WhatsApp: [INSERT]

Email: [INSERT]

Physical Address: [INSERT], Kempton Park, Gauteng, South Africa

Where possible, please include your **order number** when contacting us.

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