
CASTAWAY POLYMER CASTINGS (PTY) LTD**REGISTRATION NUMBER 1998/015417/07***("The Company" or "CPC")***Castaway Polymer Castings (Pty) Ltd – Shipping & Delivery Policy*****Effective 01 July 2025***

(Primary Warehouse: Epping, Cape Town · Regional Warehouse: Windhoek, Namibia)

1. Service Areas & Standard Lead-Times

Destination	Transit days*	Remarks
Cape Town Metro (≤ 30 km from Epping)	Next business day	Dispatch-cut-off 11:00; large/complex orders may add 1 day.
Johannesburg & Pretoria	2 days	Line-haul via EMIT Logistics or K&H Freight.
Durban & Pietermaritzburg	3 days	Line-haul via EMIT Logistics or K&H Freight.
Other SA main centres	3 – 5 days	Depends on route frequency.
SA outlying / remote towns	Up to 7 days	Tied to courier route cycles.
Windhoek, Namibia (ex-Windhoek stock)	Next business day	Delivery from regional warehouse.
Rest of Namibia (ex-Windhoek stock)	2 days	Door-to-door.
Rest of Namibia (ex-Cape Town stock)	2 days + up to 7 days	Extra week only if item not in Windhoek stock holding.

*Transit days are counted from the date of dispatch, exclude weekends and South-African / Namibian public holidays, and are estimates rather than guarantees.

2. Order Processing & Cut-Offs

2.1. Orders released before 11:00 (GMT+2) usually leave the warehouse the same day.

2.2. Orders released after 11:00, orders exceeding one pallet, or orders requiring custom picking/packing may leave the next business day.

2.3. "Released" means payment cleared (or credit within terms) and any technical queries resolved.

3. Freight Charges & Free-Freight Threshold

3.1. We cover the full freight cost on any single order whose net goods value is R 2 500 or more.

3.2. If an order's net value is below R 2 500 we levy a flat shipping surcharge of R 250. You are welcome to add items to reach the threshold and have the surcharge removed.

3.3. The free-freight rule applies to deliveries within South Africa and to consignments dispatched from our Windhoek warehouse inside Namibia. For cross-border deliveries outside those territories, freight is quoted case by case.

4. Courier Partners

Courier	Primary Use	Coverage
EMIT Logistics	Bulk pallets, inter-city line-haul	RSA national
K&H Freight Group	Bulk pallets, inter-city line-haul	RSA national
Third-party subcontractors	Last-mile to remote regions	RSA & Namibia
Shimi Logistics	Urgent metro deliveries ≤ 30 km of Epping	Cape Town
Bob Go parcel network*	E-commerce cartons ≤ 30 kg	RSA national
• Internet Express • The Courier Guy • RAM • Fastway • Skynet	—	Deployed dynamically by Bob Go
Makro-designated couriers	Orders placed on Makro Marketplace	Per Makro SLA

*Bob Go allocates the carrier automatically; you will receive tracking by e-mail.

5. Delivery Days

- 5.1. Standard deliveries occur Monday – Friday, 08:00 – 17:00.
- 5.2. We do not offer Saturday, Sunday, or after-hours delivery except by written prior agreement and quotation.

6. Packaging Standards

- 6.1. Every product is supplied boxed.
- 6.2. Three-packs of mosaics are shrink-wrapped to reduce abrasion and edge chipping.
- 6.3. Full pallets are corner-boarded (where applicable) and stretch-wrapped to keep the order consolidated and to protect against moisture during transit.

7. Tracking & Proof-of-Delivery

When your shipment departs you will receive a waybill number or live-tracking link. Delivery must be signed for by a person of legal age who records their full name and ID number. If no authorised recipient is available, the driver will return the goods to the depot and a re-delivery fee may apply.

8. Risk & Insurance

Risk transfers to you once the goods are signed for at the delivery address or collected by your nominated carrier (see Terms & Conditions §4). Bulk line-haul consignments carry limited carrier's-risk cover; if you require all-risk insurance please request a quotation before dispatch.

9. Damaged or Missing Parcels

Inspect all deliveries immediately. Mark visible damage on the waybill and photograph packaging before opening. Report damage or shortages within 24 hours (Cape Town) or 48 hours (all other destinations) to customerservices@castaway.co.za so we can lodge a timely claim.

10. Customer Collection (Ex-Warehouse)

You may collect once we confirm readiness. Collection hours: Mon–Thu 08:00–16:00, Fri 08:00–14:00. Bring a copy of the release note or order confirmation; drivers must present ID.

11. Cross-Border Expansion

We currently service only South Africa and Namibia. Additional Southern-African destinations will be added; lead-times and charges will be published once routes become active.

12. Contact – Logistics Desk

E-mail: customerservices@castaway.co.za | Tel: +27 21 532 2788

Need something covered that is not listed (e.g., export documentation, pallet-exchange, or insurance certificates)? Just let us know and we will gladly include it.