

## National Workshop Equipment

### Delivery, Tracking & Order Resolution Policy

This policy outlines how National Workshop Equipment (“we”, “us”, “our”) manages order tracking, delivery, incorrect or missing items, and related customer support processes.

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#### 1. Order Tracking

Once your order has been confirmed and dispatched, you will receive an email containing your Estimated Delivery Date and tracking details.

##### How to Track Your Order

1. Visit the courier’s tracking website
2. Enter your tracking number
3. Click Track

The tracking information displayed is the most current status available. If your estimated delivery date changes, you will be notified via email or SMS.

If your delivery date has passed and your tracking status has not updated, please contact our support team for assistance.

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#### 2. Delivery Fees

- Standard Delivery Fee: R150 per order
- Large or Heavy Items: Delivery fees are calculated based on size, weight, and delivery location

Certain items such as vehicle lifts, compressors, tyre equipment, and oversized machinery are excluded from standard delivery rates and may incur additional courier charges.

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#### 3. Change of Delivery Address

If you need to change your delivery address after placing an order, you must notify us as soon as possible by emailing:

 [mbalic@nwegreen.co.za](mailto:mbalic@nwegreen.co.za)  
 [xolanim@nwegreen.co.za](mailto:xolanim@nwegreen.co.za)

Please include:

- Order number
- Company name
- Contact details
- Correct delivery address

 **Please note:**

- Address changes may delay delivery
- Additional courier charges may apply

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#### **4. Next Business Day Delivery**

Next business day delivery is only available where explicitly offered during checkout.

A “Next Day” label on a product does not guarantee next-day delivery.

Eligibility Requirements:

- All items must be in stock
- Items must be available at the applicable distribution centre
- No item may exceed 1.3 metres in length or width
- No bulky items (35kg volumetric weight or more)
- Courier capacity must be available at time of order

Additional charges may apply for next-day delivery services.

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#### **5. Missing or Incorrect Items**

If your order is missing an item or contains an incorrect item, you must notify us within 7 days of delivery.

Before Contacting Us:

- Do not use the item
- Keep all original packaging
- Take clear photos of the item received

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#### **6. Information Required for Investigation**

To assist with a fast resolution, please provide:

Order Information:

- Order number
- Date received
- Item ordered
- Item received

Product Details:

- Brand name
- Model or size
- Visible barcodes or product codes

Delivery Information:

- Condition of packaging
- Name of person who accepted delivery

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## **7. Resolution Process**

Once your return is logged:

- Your request will be acknowledged
- Investigation will be completed within 24–48 hours
- You may be contacted for additional images or details

We prioritise incorrect and missing item cases for fast resolution.

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## **8. Resolution Options**

Replacement (Preferred Option)

- Correct item delivered
- Incorrect item collected
- No cost to you
- Fastest available delivery method used

### **Refund**

- Issued only if replacement is not possible
- Refund approval is at the sole discretion of National Workshop Equipment

### **Store Credit**

- Issued once incorrect item is received
- Can be used toward future purchases

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## **9. Collection or Drop-Off of Returned Items**

Collection

- Arranged by National Workshop Equipment
- No cost to the customer

- Original packaging required
- Collection confirmation provided via email

#### Drop-Off

- Only permitted once confirmed by our team
- Must be delivered in original packaging
- No cost to the customer

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#### **10. General Conditions**

- Items must be returned in original condition and packaging
- Used or damaged items may be rejected
- National Workshop Equipment reserves the right to decline a return if conditions are not met
- Delivery and return timelines are subject to courier availability

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#### **11. Contact Information**

**For any queries related to deliveries, returns, or order tracking:**

 [mbalic@nwgreen.co.za](mailto:mbalic@nwgreen.co.za)