

# GOODIES MARKET

---

## Delivery Process:

At Goodies Market, we aim to make your shopping experience as convenient and reliable as possible.

1. Order Placement: Customer places order on website.
2. Order Confirmation: Automated email confirmation sent with order details.
3. Processing: Order processed and prepared for dispatch (1-2 business days – Monday to Friday).
4. Shipping: Order shipped via chosen courier (email with tracking info sent).
5. Delivery: Courier delivers to customer.
6. Delivery Confirmation: Customer receives delivery confirmation email.

## Delivery Options:

**Nationwide Flat-rate Delivery - R100:** We deliver anywhere in South Africa for a flat fee of R70 within East London and R100 to other Provinces, regardless of the size or weight of your order. Delivery times are typically 3–5 working days after dispatch.

## Additional Details:

- Transit Time: 5-7 business days (Monday to Friday).
- Shipping Costs: Calculated at checkout based on location and order value.
- Tracking: Track order status via email or website.
- Returns: Easy returns process for damaged or incorrect items.

## Important Information:

- Deliveries do not take place on weekends or public holidays.
- We only deliver within South Africa. Please ensure you provide a physical address — we do not deliver to PO Boxes.
- Unexpected delays caused by external factors (e.g., courier disruptions, weather, strikes) will be communicated to you promptly.

## Lost or Missing Packages

If your package is marked as “Delivered” but you haven’t received it, please follow these steps:

1. Verify that the delivery address matches the one on your order.

## GOODIES MARKET

---

2. Check with neighbors, security, or household members in case they accepted the package on your behalf.
3. Contact the courier directly using your tracking number for more information.

If the courier confirms that the package is lost, contact us with your order details at **[info@goodiesmarket.co.za](mailto:info@goodiesmarket.co.za)**.

### **Contact Information:**

#### **Goodies Market**

Email: [info@goodiesmarket.co.za](mailto:info@goodiesmarket.co.za)

Phone: +27 68 685 5001

WhatsApp: +27 68 685 5001

Operating Hours: Monday – Friday, 8:30 AM – 5:00 PM

This streamlined process ensures timely and efficient delivery to your doorstep .