

SHIPPING AND DELIVERY POLICY

Last updated 12 September 2026

Applies to: goods ordered from RVZ International Group (Pty) Ltd, including the RVZ Shop
Terms reference: clauses 7, 8 and Schedule 1
Governing law: CPA 68 of 2008; ECTA 25 of 2002

1. How our shop fulfils orders

1.1 Most apparel, accessories and merchandise sold through shop.rvzgroup.co.za is printed and produced to order by an independent print-on-demand fulfilment partner after you place your order, rather than picked from stock we hold. This is why each product page shows two separate estimates: a production (fulfilment) time and a shipping time. Your expected delivery window is the two added together.

1.2 The product page discloses the material composition, sizing chart, production location and any known special return restriction, as Schedule 1.2 of our Terms and CPA section 24 require. Please check the size chart before ordering; a size selected in error is treated as a change of mind unless a statutory right applies, whereas an item that materially differs from the published chart is a non-conforming good that we will put right.

1.3 For custom items (names, numbers, logos or your own artwork) you will be asked to approve a proof where one is offered. We remain responsible for production that does not match the approved proof. You warrant that you hold the rights to any logo or artwork you upload.

2. Delivery information disclosed before you buy

2.1 As ECTA section 43(1) and CPA section 23 require, before you complete an order we display the full price including VAT where applicable, the delivery charge, the delivery method, the estimated delivery window, and the address to which we will deliver. You are charged only the delivery amount accepted at checkout; if we choose to split a shipment for our own convenience we do not charge you more for it.

2.2 Where a manifest error appears in a delivery charge or delivery estimate, we may correct it before we accept your order. We will not rely on a price-error clause to avoid an accepted lawful sale or to engage in bait marketing.

3. Delivery address and recipient

3.1 Please provide a complete, accurate delivery address, a contact number for the recipient, and any access instructions. A post-office box is accepted only where the selected carrier supports it.

3.2 If delivery fails because of an incorrect address, refusal, absence after reasonable attempts or inaccessible premises, we may charge the reasonable direct cost of redelivery or storage after giving you notice. Goods that cannot be delivered are dealt with only after reasonable attempts to contact you, and in accordance with law.

4. Delivery times

4.1 Production and shipping windows are good-faith estimates unless we expressly guarantee a date in writing.

We will tell you promptly of any material known delay.

4.2 Under ECTA section 46, unless we have agreed a different period with you, we must execute your order within 30 days after it is placed. If we cannot — because the item is unavailable or for any other reason — we will notify you immediately and refund any payment you have made within 30 days. We will not substitute a materially different item without your consent.

4.3 Under CPA section 19, if we deliver materially later than agreed, or to the wrong place, you may reject the delivery, and where the delay is material you may cancel the order and receive a full refund.

4.4 Where tracking is available it is provided to you when the order ships.

5. Risk in the goods

5.1 Consumers. For a transaction governed by CPA section 19, the goods remain at our risk until you or your authorised recipient accepts delivery. If a parcel is lost or damaged in transit, that is our problem to resolve with the carrier, not yours. A courier's delivery scan alone does not establish acceptance if the goods were not delivered to you or a person you authorised.

5.2 Business clients. For a transaction outside the CPA, risk passes at the point stated in the quotation or the applicable Incoterm; if none is stated, on physical delivery to you. Title in goods passes only on full cleared payment (Terms clause 7.5), which never shifts pre-delivery risk to a consumer.

6. Inspection on delivery

6.1 Please inspect the packaging and contents promptly on arrival. If anything is missing, damaged or incorrect, tell us as soon as possible — preferably within 48 hours — with your order number and photographs. This helps us investigate and pursue any carrier claim, but it is a request, not a condition: reporting later does not extinguish your CPA rights or a claim for a latent defect. Your remedies are in our Returns and Refunds Policy.

6.2 We may ask for your reasonable cooperation to pursue a courier claim, but we remain responsible for our own statutory delivery obligations and will not redirect you exclusively to the courier.

7. International delivery

7.1 Where we ship outside South Africa, the order confirmation identifies who is the importer of record and the delivery term. Unless we have expressly quoted a duties-paid delivery, you are responsible for import permits, customs clearance, duties, taxes, brokerage and lawful receipt in the destination country.

7.2 We describe and value goods truthfully on customs documents. We will not mark a commercial shipment as a gift or understate its value, and we will not knowingly ship in breach of the Customs and Excise Act 91 of 1964, export-control measures, sanctions, or the destination country's import laws.

7.3 Customs inspection, border holds and local authority action can delay delivery. We remain responsible for the obligations we expressly assumed and will supply reasonable shipping documents, but we do not control foreign authorities.

7.4 Refunds on international orders are issued through the original payment method in the transaction currency. A difference caused solely by exchange-rate movement or your bank's charges is borne by you unless the law or card-scheme rules require otherwise.

8. Third-party brands and safety

8.1 A branded product remains subject to the brand's authenticity and manufacturer conditions. We do not sell counterfeit goods, and where the CPA requires us to disclose that an item is a parallel import we do so conspicuously.

8.2 If a safety concern arises with an item we have shipped, we will contact purchasers, stop sales where appropriate, provide warnings and arrange a recall in accordance with CPA section 60.

9. Deliveries of services, not goods

9.1 This policy concerns physical goods. The timing of creative deliverables, event services and travel arrangements is governed by your statement of work or booking and by CPA section 54 (timely performance of services); see our Booking Terms and Terms and Conditions.

10. Contact

Delivery questions and problems: support@rvzgroup.co.za, or any channel on our contact page.

11. Legal references

- Consumer Protection Act 68 of 2008 — ss 19 (consumer's right to choose or examine goods; delivery), 23 (disclosure of price), 24 (product labelling and trade descriptions), 25 (disclosure of reconditioned or grey-market goods) and 60 (safety monitoring and recall).
- Electronic Communications and Transactions Act 25 of 2002 — ss 43 (information to be provided, including delivery and price) and 46 (performance within 30 days).
- Customs and Excise Act 91 of 1964 — export declarations, valuation and controlled goods.
- Master Terms and Conditions — clauses 6 (e-commerce contract formation), 7 (shipping, delivery, risk and title), 8 (international sales) and Schedule 1 (RVZ Shop).

This policy gives effect to clauses 7 and 8 and Schedule 1 of RVZ's Master Terms and Conditions and to the legislation cited as at the date shown above. It is not legal advice, and it does not reduce any right the Consumer Protection Act or ECTA gives you.

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