



****Customer Service Shipping Policy for Merry 2 Jane Online Store****

Last Updated: [27 September 2023]

****1. Shipping Methods and Providers****

Merry 2 Jane is committed to providing efficient and reliable shipping options for our valued customers. We partner with two trusted courier providers, The Courier Guy for small items and First Freight Couriers for larger items. This Shipping Policy outlines our shipping procedures and timelines.

****2. Eligibility for Shipping****

Our shipping services are available for customers within our designated service areas. We currently ship to South Africa. If you are located outside of these areas, please contact our customer service team for potential shipping options.

****3. Shipping Timelines****

- a. ****Small Items (The Courier Guy):**** For small items, we aim to ship your order within 48 working hours from the time of purchase, provided that no manufacturing or preparation is required. Please note that public holidays and weekends are not included in the 48-hour timeframe.
- b. ****Larger Items (First Freight Couriers):**** Shipping timelines for larger items may vary depending on the specific product and any required manufacturing or preparation. In such cases, we will provide you with estimated delivery times during the checkout process or via email communication.

****4. Shipping Costs****

Shipping costs are calculated based on the weight and dimensions of the items in your order, as well as your shipping destination. You can view the shipping costs during the checkout process before completing your purchase.

****5. Shipment Tracking****

For your convenience, we provide shipment tracking for all orders. You will receive tracking information via email once your order has been shipped. Please note that tracking information may take some time to become available after your order is dispatched.

****6. Shipping Address****

To ensure accurate and prompt delivery, please provide a complete and correct shipping address during the checkout process. We are not responsible for orders delivered to incorrect or incomplete addresses provided by the customer.

****7. Public Holidays and Weekends****

Please be aware that public holidays and weekends may affect shipping timelines. Orders placed on or immediately before public holidays or weekends may experience slight delays.

****8. Shipping Updates****



We will keep you informed throughout the shipping process. You will receive email notifications regarding order confirmation, shipping updates, and delivery confirmation.

****9. Contact Us****

If you have any questions, concerns, or need assistance with shipping-related issues, please contact our customer service team using the contact information provided on our website.

****10. Changes to this Policy****

We may update this Customer Service Shipping Policy as needed to reflect changes in our shipping processes or for legal compliance. Any updates will be reflected with the revised date at the top of the policy.

By continuing to use our website and services after any changes to this policy, you agree to the updated terms and conditions.