

Shipping & Delivery Policy

1. Delivery Parameters

1.1 B27 standard deliveries operate between the hours of 08:00 and 16:00. Any orders made after 14:00 will only be processed the following business day.

1.2 Orders need to be placed before 14:00 Monday-Friday to ensure delivery within 24 hours. Orders placed on Fridays before 14:00 will be delivered the following Monday. Orders placed after 14:00 will be delivered within 48 hours.

1.3 B27 does not operate over weekends or public holidays. Orders received over a weekend will be processed on the next business day (Monday) for delivery within the order timeframe parameters, which is up to 2 business days after the order has been received.

1.4 If an order cannot be delivered within the usual delivery timeframe parameters, B27 will communicate this issue with the customer.

1.5 All standard deliveries are strictly within the Gauteng region and the immediate Gauteng outlying region.

2. Security of Orders

2.1 Please ensure the individual accepting the order is the same individual placing the order. In the interest of security, no driver will hand-over an order to security or any individual who has not placed the order, unless special instruction is provided. B27 and its drivers hold no responsibility for the security or condition of the order once the order has been accepted.

2.2 B27 drivers are prohibited from entering any household premises or office buildings. Please accept your delivery at the door or at your gate.

3. Unpredictable Events

3.1 Please note, weather conditions, accidents, road-works, strikes, unusual traffic or any event that may delay the delivery-time of an order is outside of B27's control, and may, when necessary, result in an occasionally late or canceled order.

3.2 In the event of a canceled order, the customer will be given the option to either be provided company credit or choose a new delivery date.