

CUSTOMER POLICY

Shipping & Delivery Policy

South African delivery, Courier Guy services, local/free delivery, delays, loss and address errors.

Effective: 16 September 2026 **Version:** 1.0 **Entity:** Lightvale (Pty) Ltd t/a KREM Coffee

South Africa only. KREM currently delivers throughout South Africa and does not offer international shipping through the website. Door-to-door and supported locker/kiosk options are provided through The Courier Guy where available.

1. Delivery area

Website delivery is currently limited to addresses in South Africa. KREM does not currently ship website orders internationally.

2. Courier partner

KREM currently uses **The Courier Guy** for national courier deliveries and supported locker/kiosk deliveries. KREM remains the customer's seller; the customer is not required to pursue a courier claim directly as a substitute for any remedy KREM must provide under applicable law.

3. Delivery charges

- Delivery charges are calculated at checkout according to the destination and selected available service.
- Door-to-door and supported locker/kiosk pickup options may be offered.
- Standard delivery is free on website orders over R2,500.
- Local delivery is free for addresses recognised by KREM's checkout as within 30 km of Oakwood House, Palm Square Business Park, Beacon Bay, East London, 5241.
- Any delivery charge is shown before the order is finally placed.

4. Dispatch timing

Orders received before 11:00 on a business day are normally dispatched on the following business day. Orders received after 11:00 enter the next processing cycle and may require additional processing time. KREM does not dispatch orders on Saturdays, Sundays or South African public holidays.

5. Transit estimates

After dispatch, the usual target is approximately **2-3 business days** to main centres. Regional and outlying destinations may take approximately **3-5 business days** and may take longer depending on the route, service area or courier conditions. Weekends and public holidays are not counted as normal courier business days.

These are estimates rather than guaranteed delivery dates. Courier network delays, route constraints, high-risk areas, weather, infrastructure disruption and other events outside KREM's reasonable control may affect timing.

6. Tracking

Where tracking information is available, KREM or the courier will provide the customer with tracking details. Customers should monitor the shipment and ensure the supplied delivery contact number remains reachable.

7. Correct delivery information

The customer must provide a complete and accurate delivery address, recipient name and contact number. KREM will instruct the courier using the information supplied by the customer.

If an incorrect or incomplete address is identified while the parcel remains with the courier, KREM will try to assist with redirection or return arrangements. Any reasonable courier or administrative cost caused by the customer's incorrect details may be charged to the customer, with the likely cost communicated where reasonably possible before the assistance is carried out.

8. Parcel successfully delivered to an address supplied by the customer

If the courier records successful delivery to the address the customer supplied and uses the courier's normal recipient authentication process, including a delivery PIN where applicable, KREM may be unable to recover the parcel from that location. KREM will still reasonably assist where practical, but recovery cannot be guaranteed and additional retrieval/redelivery costs caused by the incorrect customer-supplied address may be charged.

This does not apply where KREM or the courier delivers to an address different from the address correctly supplied by the customer through no fault of the customer.

9. Locker or kiosk delivery

Where the customer chooses a supported locker/kiosk service, collection is subject to the courier's access process. Customers should keep collection PINs or access codes secure and collect within the courier's permitted collection period. A parcel collected using the correct access process may be treated as delivered, subject to applicable law and the facts of the case.

10. Delayed deliveries

If a parcel is delayed after dispatch, KREM will assist with tracking and escalation to the courier. Delivery timing after the parcel enters the courier network is not fully within KREM's control, but KREM will not use courier delay as a reason to avoid a remedy that applicable law requires KREM to provide.

11. Lost parcels

If tracking indicates that a parcel may be lost, the customer should notify KREM. KREM will investigate with The Courier Guy. If the parcel is confirmed lost and KREM is required to provide a remedy, KREM will arrange the appropriate replacement or refund and will manage any courier recovery claim separately.

12. Damaged parcels

Customers should inspect the parcel reasonably promptly. Visible courier damage should be photographed and reported to KREM as soon as possible, ideally within **48 hours**, because KREM's courier claim process has a short notification period. Please retain the outer packaging and damaged goods while the matter is investigated.

The 48-hour request assists the courier claim process and does not remove a non-excludable statutory right solely because the customer reports later.

13. Courier liability arrangements

The Courier Guy's e-commerce terms provided to KREM state that limited liability arrangements and exclusions apply to courier claims, and certain classes of goods may be excluded or restricted. KREM therefore does not promise a customer that a loss will be covered by courier "insurance". KREM deals with the customer under the sale and then deals separately with the courier under KREM's courier contract.

14. Collection from KREM

Where collection is selected, the customer must wait until KREM confirms that the order is ready. Collection takes place from Oakwood House, Palm Square Business Park, Beacon Bay, East London, 5241 during the collection arrangements communicated by KREM. Identification or order confirmation may be requested before goods are released.

15. Contact

Shipping queries: info@kremcoffee.co.za | 073 311 4180.