

Shipping & Returns Policy

Effective Date: 1 May 2025

1. Shipping Policy

Processing Time

Orders are processed within 1–2 business days after payment confirmation. Orders placed on weekends or public holidays will be processed on the next business day.

Shipping Methods & Delivery Timeframes

We offer the following shipping options within South Africa:

- Standard Shipping: 2–5 business days
- Express Shipping: 1–2 business days

Note: Delivery times are estimates and may vary due to factors beyond our control.

Shipping Fees

Shipping fees are calculated at checkout based on the delivery address and selected shipping method.

Order Tracking

Once your order has been dispatched, you will receive a confirmation email with tracking information to monitor your shipment's progress.

Delivery Address

Please ensure that the delivery address provided is accurate and complete. We are not responsible for orders delivered to incorrect or incomplete addresses provided by the customer.

2. Return & Exchange Policy

Eligibility for Returns

We accept returns of unused, unopened items in their original packaging within 30 days of delivery. To initiate a return, please contact us at info@akamaisa.co.za to obtain a Return Authorization.

Please note: Items returned without prior authorization may not be accepted.

Return Process

To return an item:

1. Contact us at info@akamaisa.co.za within 30 days of delivery to request a Return Authorization.
2. Once authorized, securely package the item and include the original invoice or proof of purchase.
3. Ship the item to the address provided in the return instructions.

Customers are responsible for return shipping costs unless the return is due to a defective or incorrect item.

Refunds

Upon receipt and inspection of the returned item, we will process your refund to the original payment method within 7 business days. Shipping fees are non-refundable.

Exchanges

If you wish to exchange an item, please follow the return process to return the original item and place a new order for the desired item.

Damaged or Defective Items

If you receive a damaged or defective item, please contact us at info@akamaisa.co.za within 7 days of delivery. Provide your order number and a description of the issue, along with photos if possible. We will arrange for a replacement or refund as appropriate.

3. Non-Returnable Items

The following items are non-returnable:

- Perishable goods
- Gift cards
- Downloadable software products
- Personal care items (for hygiene reasons)

4. Contact Us

For any questions regarding our Shipping & Returns Policy, please contact us at:

Akamai SA

249 Oom Jochems Place

Erasmusrand, Pretoria

South Africa

Email: info@akamaisa.co.za