

## **Aspiring Couriers (Pty) Ltd.**

### **Refund and Cancellation Policy**

If you have any questions regarding our refund policy, please contact us prior to sending your parcel.

1. A full refund will be issued for Aspiring Couriers orders that are cancelled prior to collection. To cancel your order, please call us on +27 (0) 219056221 Monday to Friday 8:00am – 5:30pm or email us at [info@aspiring.co.za](mailto:info@aspiring.co.za)
2. Claims must be submitted within 14 days from the date the order has been initiated.
3. Refunds will take two working days to handle as all refunds have to be process checked to ensure that no collection took place.
4. Refunds are not issued for failed collections. If your parcel is not collected during the pre-requested time, please contact us to rearrange a collection.
5. Refunds will be made, in full, if cancellation is requested before courier collection takes place.
6. A refund will be granted should you experience an unreasonable delay or sub-standard quality in the service agreed upon at the time of booking if these issues are due to negligence by Aspiring Couriers.
7. If you cancel at the time of, or after the courier collection has been made the customer will be charged in full.
8. If you want us to return the courier consignment back to you due to change of mind, excess weight or any other reason you are liable for courier collection and courier delivery charges.
9. Transit times are not guaranteed and therefore refunds will not generally be issued for delayed shipments unless it can be proved that the carrier has acted negligently. In rare events of parcel loss or damage, up to 100% of your carriage costs will be refunded. (Please note: Claims for damage will only be accepted if the parcel is signed for as damaged upon delivery).
10. Any Customs fees are not subject to refund.
11. You can take out additional cover for your parcel's contents at the time of booking.
12. If your parcel is returned due to insufficient packaging, incorrect documentation or prohibited items found in your consignment, you will be liable for the carriage costs.
13. Refunds cannot be granted for longer Transit times. Transit times are estimated in working hours from time of courier collection. Delays due to traffic, weather etc... can occur, so we advise that you plan for this possibility.
14. Please note that refunds can't be processed for any consequential loss.