

GLITTERZ GLOW

SHIPPING & DELIVERY POLICY

Effective Date: 2 September 2026

Business Name: Glitterz Glow

1. INTRODUCTION

Glitterz Glow is committed to ensuring that your order is processed, packaged and delivered as safely and efficiently as possible.

This Shipping & Delivery Policy explains how we process orders, delivery timeframes, shipping fees, delivery areas, delays and other matters relating to the delivery of products purchased through the Glitterz Glow online store.

This policy applies to all orders placed through:

Website: www.glitterzglow.co.za

2. ORDER PROCESSING

Orders are processed after successful confirmation of payment.

Glitterz Glow will make reasonable efforts to process orders as quickly as possible.

Orders are generally processed within **1–3 business days**, excluding weekends and public holidays.

During busy periods, promotions, product launches or seasonal sales, processing may take longer than usual.

Customers will receive an order confirmation once their purchase has been successfully placed.

Where applicable, a shipping confirmation and tracking information will be provided once the order has been dispatched.

3. DELIVERY TIMEFRAMES

Once an order has been dispatched, delivery is generally expected within:

- **Major cities and metropolitan areas:** approximately 2–5 business days
- **Other areas:** approximately 3–7 business days
- **Remote or outlying areas:** delivery may take longer

Delivery timeframes are estimates and are not guaranteed unless expressly stated otherwise.

Delivery may take longer during:

- Public holidays;
- Weekends;
- Peak shopping periods;
- Black Friday;
- Christmas and festive seasons;
- Severe weather;
- Courier disruptions;
- Road closures;
- Address problems; or
- Other circumstances outside the reasonable control of Glitterz Glow.

4. SHIPPING FEES

Shipping charges will be displayed during the checkout process before the customer completes the order.

Shipping fees may vary depending on:

- Delivery location;
- Order size or weight;
- Courier service selected;
- Promotional offers; and
- Any applicable free-shipping thresholds.

Glitterz Glow may offer free delivery promotions from time to time. Any applicable terms and minimum order requirements will be communicated during the promotion.

5. DELIVERY AREAS

Glitterz Glow currently delivers within **South Africa**.

Certain remote or difficult-to-access areas may be subject to additional delivery charges or extended delivery periods.

If delivery to a particular location is unavailable, Glitterz Glow will notify the customer where reasonably possible.

6. ACCURATE DELIVERY INFORMATION

Customers are responsible for providing accurate and complete delivery information.

This includes:

- Full name;
- Mobile telephone number;
- Street address;
- Building or unit number, where applicable;
- Suburb;
- City/town;
- Province;
- Postal code; and
- Any relevant delivery instructions.

Glitterz Glow will not be responsible for delays or additional delivery costs caused by incorrect, incomplete or outdated information supplied by the customer.

7. COURIER DELIVERY

Orders may be delivered by an independent courier or logistics provider selected by Glitterz Glow.

Once an order has been handed to the courier, the customer may receive tracking information where the selected courier service provides tracking.

Customers should ensure that someone is available to receive the parcel at the delivery address.

The courier may contact the customer using the telephone number supplied during checkout.

8. FAILED DELIVERY ATTEMPTS

If a courier is unable to deliver an order because:

- Nobody is available to receive it;
- The delivery address is incorrect;
- The customer cannot be contacted;
- Access to the property is unavailable; or
- The customer refuses delivery,

the courier may attempt redelivery or return the parcel to Glitterz Glow, depending on the courier's procedures.

Additional delivery charges may apply where a parcel must be re-sent due to incorrect information or circumstances attributable to the customer, where legally permitted.

9. TRACKING YOUR ORDER

Where tracking is available, Glitterz Glow will provide the customer with tracking information after the order has been dispatched.

Customers can use the tracking information to monitor the progress of their delivery.

Tracking updates may take some time to appear after the parcel has been collected by the courier.

10. DELAYED ORDERS

If your order has not arrived within the expected delivery timeframe, please contact Glitterz Glow.

We will make reasonable efforts to investigate the delay with the relevant courier.

Customers should provide:

1. Full name;
2. Order number;
3. Delivery address; and
4. Tracking number, where available.

Glitterz Glow will communicate any information received from the courier regarding the delayed delivery.

11. LOST ORDERS

If an order appears to have been lost during delivery, Glitterz Glow will investigate the matter with the relevant courier.

Where appropriate, we may arrange a replacement or refund in accordance with applicable consumer-protection law.

Customers should not assume that an order is lost solely because tracking information has not updated for a short period.

12. DAMAGED PACKAGES

Customers are encouraged to inspect their package upon delivery.

If a parcel arrives visibly damaged, customers should, where reasonably possible:

- Take photographs of the packaging;
- Take photographs of the damaged product;
- Keep the original packaging; and
- Contact Glitterz Glow as soon as possible.

Please refer to our **Refund, Return & Exchange Policy** for further information regarding damaged or defective products.

13. PRODUCT AVAILABILITY

Although Glitterz Glow endeavours to keep products in stock, occasionally an item may become unavailable after an order has been placed.

If an ordered product becomes unavailable, Glitterz Glow may contact the customer to discuss an appropriate solution, which may include a replacement product, delayed fulfilment or refund, subject to applicable law.

14. COMBINED ORDERS

Where an order contains multiple products, Glitterz Glow may dispatch the products together or in separate parcels depending on stock availability and logistical requirements.

Where an order is split into multiple deliveries, the customer will not necessarily be charged additional shipping unless otherwise communicated and legally permitted.

15. INTERNATIONAL SHIPPING

At present, Glitterz Glow delivers primarily within South Africa.

International shipping may be introduced in the future.

Where international delivery becomes available, customers will be provided with applicable shipping fees, estimated delivery times and any relevant customs, duties or import requirements before completing the purchase.

16. DELIVERY CONFIRMATION

A delivery may be confirmed through:

- Courier tracking information;
- Proof of delivery;
- Delivery notification;
- Signature confirmation; or
- Other confirmation provided by the courier.

Customers should keep delivery notifications and tracking information until their order has been received and inspected.

17. CUSTOMER RESPONSIBILITY AFTER DELIVERY

Customers should store skincare and beauty products according to the instructions provided on the product packaging.

Glitterz Glow is not responsible for damage caused after delivery through improper storage, exposure to unsuitable temperatures, misuse, contamination or failure to follow product instructions.

This does not affect any rights the customer may have under applicable consumer-protection law.

18. SHIPPING PROMOTIONS

From time to time, Glitterz Glow may offer:

- Free shipping;
- Discounted shipping;
- Limited-time delivery promotions; or
- Other shipping incentives.

Each promotion may have specific terms, including minimum order values, eligible products, delivery locations and promotional periods.

19. CONSUMER RIGHTS

This Shipping & Delivery Policy does not remove or limit any rights available to consumers under applicable South African law, including the **Consumer Protection Act 68 of 2008**.

Where a provision of this policy conflicts with a mandatory legal consumer right, the applicable law will take precedence.

20. POLICY CHANGES

Glitterz Glow may update this Shipping & Delivery Policy from time to time.

The latest version will be published on the Glitterz Glow online store and will include the applicable effective date.

21. CONTACT US

For questions regarding shipping, delivery or an existing order, please contact us:

Glitterz Glow

Email: support@glitterzglow.co.za

Telephone/WhatsApp: +27 79 391 0560

Business Address: No 18 Thabo Mbeki Street, Polokwane, 0699

Website: www.glitterzglow.co.za

CUSTOMER ACKNOWLEDGEMENT

By placing an order through the Glitterz Glow online store, the customer acknowledges that they have had an opportunity to review this Shipping & Delivery Policy.

Glitterz Glow will make reasonable efforts to ensure that orders are processed and delivered efficiently while keeping customers informed about their purchases.

Last Updated: 2 September 2026