

SHIPPING AND DELIVERY POLICY



Shipping and Delivery Policy

1. Introduction

Solar8 (Pty) Ltd ("Solar8") is committed to providing reliable and efficient shipping and delivery services for all orders placed through our website. This policy outlines the terms and conditions for the shipment and delivery of products to customers. By placing an order, you agree to this Shipping and Delivery Policy.

2. Shipping Locations

Solar8 ships to locations within South Africa. For inquiries regarding international shipments, please contact us at info@solar8.co.za.

3. Shipping Costs

3.1. Shipping charges are calculated based on the weight, dimensions, and destination of the order.

3.2. Shipping costs will be displayed during checkout and must be paid at the time of order placement.

3.3. Additional fees may apply for special delivery requirements, remote locations, or over-sized items.

4. Delivery Timeframes

4.1. Estimated delivery lead times are provided at checkout. While we strive to meet these timelines, delays may occur due to circumstances beyond Solar8's control, including but not limited to stock availability, carrier delays, or unforeseen events.

4.2. Orders are typically processed and dispatched within 1–3 business days after payment confirmation.

5. Delivery Process

5.1. Solar8 will arrange for the delivery of goods to the address provided during checkout. It is the customer's responsibility to ensure that the delivery address is accurate and accessible.

5.2. Upon delivery, a signature will be required to confirm receipt of the goods. Once the delivery is signed off, all responsibility for the goods, including risks of loss or damage, transfers to the customer.

6. Delivery Conditions

6.1. Delivery is made to the curbside or ground floor of the specified address. Additional handling or specific delivery arrangements must be agreed upon in advance and may incur extra costs.

6.2. The customer must inspect the goods upon delivery and report any damage, defects, or shortages to Solar8 within 48 hours. Failure to notify Solar8 within this timeframe will be deemed as acceptance of the goods in their delivered condition.

7. Missed or Failed Deliveries

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8. Special Shipping Notes for Solar Kits

8.1. Solar8 kits are designed for standard installations within 2 meters of the customer's distribution board and with solar panels installed directly above.

8.2. If additional components or adjustments are required for delivery due to site-specific conditions, Solar8 will notify the customer, and any additional shipping fees will apply.

9. Undeliverable Orders

If an order cannot be delivered and is returned to Solar8 due to reasons beyond our control (e.g., incorrect address, failed delivery attempts, or refusal of delivery), the customer will be responsible for any return shipping fees and costs associated with resending the order.

10. Tracking Information

Solar8 provides tracking details for shipped orders where available. Customers can use the tracking number to monitor the progress of their delivery.

11. Delays and Force Majeure

Solar8 will not be held liable for delivery delays caused by events outside our control, including but not limited to adverse weather conditions, strikes, natural disasters, or carrier disruptions.

12. Contact Us

For questions or concerns regarding shipping and delivery, please contact Solar8 at:

Email: info@solar8.co.za.

Phone: (012) 00 43488

13. Amendments

Solar8 reserves the right to update this Shipping and Delivery Policy at any time. Changes will be posted on our website, and continued use of our services constitutes acceptance of the revised terms.