

Shipping and delivery

At Recycled Jewellery, our commitment is to ensure a seamless and stress-free delivery process for our customers.

- **Shipping Information:**

- Shipping costs will be specified and quoted for each order via email promptly after the order placement.
- We use a reputable courier service with the option for additional insurance at a cost. Recycled Jewellery cannot be held liable for uninsured items' loss or damage during the shipping process.

- **Delivery Time:**

- Anticipate a delivery time between 3 and 5 business days. The duration may vary depending on the destination within South Africa.
- Deliveries will exclusively be made to physical addresses, and a responsible individual must be present to sign for the parcel.
- Shipping will commence only after the full payment has been cleared.

- **International shipping**

For our global customers, Recycled Jewellery offers international shipping. To get a personalised shipping quote and more details, please contact us at

Email: info@recycledjewellery.co.za

Telephone: 0784378742.

Be aware of potential customs fees and taxes.

Tracking Your Parcel:

Stay informed about your order with our tracking feature:

- An email notification will be sent on the day your order is shipped, containing a confirmation of shipment and a waybill number.

Order Cancellation:

In case your order faces delays in shipping, we'll promptly contact you via email or telephone. Our dedicated team will explain the reasons for the delay.

- **Cancellation Policy:**

- Recycled Jewellery reserves the right to cancel any order deemed suspicious or fraudulent.
- All fraudulent transactions will be reported to the National Fraud Unit of SAP.

Collecting In Person:

Skip shipping fees by opting for our free in-person collection service. To arrange an in-person collection, contact us via:

- Email: info@recycledjewellery.co.za
- Telephone: 0784378742