

Delivery Policy

The following Delivery Policy is only valid for merchandise purchased via the wconsulting website. This policy has been developed to ensure the accurate and secure delivery of all purchases according to your delivery needs. Should you have any questions with regards to deliveries, please contact us toll free on 011 568 0370

1. We are going to send an email with access details for all our Digital products
2. Boxed elearning products have an option for a collection or a courier service which is for a clients account.
3. We can only deliver products to physical addresses within the borders of the Republic of South Africa.
4. Standard Deliveries will be made within 3-5 business days upon acceptance of your order.
5. Quoted delivery times are a guide only and while MDS endeavours to meet the targeted delivery times for both Next Day delivery and Standard deliveries, from time to time factors beyond our control can result in delayed delivery.
6. A unique order number will be communicated to you via email which can be used to track the status of your order.
7. Your deliveries will be made through our designated courier company, MDS . For information on their Terms and Conditions, refer to <https://collivery.net/>
8. Once you have indicated your address and you have received confirmation of your order, we regret that no changes to the specified address and/or delivery option will be accepted.
9. We reserve the right to contact customers and arrange alternative delivery methods and timelines if your delivery address is remote or to cancel the order if delivery is not feasible
10. Rates are only available once the courier company has established the location
11. Before you finalise your order, you have the option to indicate in the "Notes" field whether the order should only be delivered to you OR you can specify an alternative authorized person's name to receive it on your behalf. You or the authorized person will be required to show proof of identification to the courier upon delivery.
12. The person receiving the parcel will be asked by the courier to sign the waybill indicating that the parcel/carton has been received undamaged and in good condition.
13. Proof of ID may be requested to verify authenticity of purchaser
14. In the unlikely event that the parcel/carton is damaged , then the receiving person can either:
 1. Check the parcel in front of the driver and indicate on the courier's waybill (delivery documentation) whether there are any
 - breakages, and/or
 - damages and/or
 - items missing.

Both parties (the courier and the person receiving) will need to co-sign their names against this indication. If the receiving person chooses to still accept the damaged carton, the waybill will reflect that a damaged parcel was received and accepted with both parties co-signing.

2. Alternatively, the receiving person can send the parcel back and indicate on the waybill the reasons for sending the parcel back. Both parties will need to co-sign against this indication.
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15. Kindly refer to our [returns policy](#) for further information.
 16. Wconsulting reserves the right to refuse service, cancel orders and terminate accounts at the company's discretion.