

## Pango Shipping Policy

Welcome to Pango! We are dedicated to delivering your spare wheel covers quickly and efficiently. Please review our shipping policy below for information on how we process and deliver orders.

### 1. Shipping Partners

We use Courier Guy as our trusted shipping partner to ensure safe and reliable delivery of your orders.

### 2. Order Processing Times

All Pango products are pre-manufactured, ensuring they are ready for shipment as soon as an order is placed.

Dispatch Time: Orders are typically dispatched within 2–7 business days after payment confirmation.

### 3. Shipping Times

Local Deliveries (Within South Africa): Delivery typically takes 2–5 business days depending on your location.

Remote Areas: Deliveries to remote or outlying areas may take an additional few days.

Tracking: Once your order is dispatched, we will provide a tracking number to monitor your shipment.

### 4. Shipping Rates

Shipping costs are calculated at checkout based on your delivery address.

Free Shipping: We offer free shipping on orders over R3,000.00

### 5. Delivery Address

Please ensure that the shipping address provided is accurate and complete. Pango cannot be held responsible for delays or delivery failures caused by incorrect or incomplete addresses.

### 6. International Shipping

At this time, we only ship within South Africa. For international inquiries, please contact us at [info@pangoafrica.com](mailto:info@pangoafrica.com)

### 7. Delivery Issues

**Lost or Damaged Parcels:** If your parcel is lost or damaged during transit, please contact us within 14 days of the expected delivery date. We will work with Courier Guy to resolve the issue promptly.

**Missed Deliveries:** If a delivery attempt is missed, our courier partner will contact you to arrange redelivery.

## 8. Returns and Exchanges

For information about returning or exchanging an item, please refer to our Returns Policy.

## 9. Contact Us

If you have any questions about your shipment, feel free to contact us:

Email: [info@pangoafrica.com](mailto:info@pangoafrica.com)

Phone: +27 83 458 8085