

Mettlestate Shipping Policy

Shipping Policy

Our Shipping Policy was last updated on August 2, 2022

Definitions

For the purposes of this Disclaimer:

- "Company" (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to **Mettlestate**
- "**Goods**" refers to the items offered for sale on the Service.
- "**Orders**" means a request by You to purchase Goods from Us.
- "**Service**" refers to the Website.
- "**Website**" refers to shop.mettlestate.com, accessible from <https://shop.mettlestate.com>
- "**You**" means the individual accessing the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Thank you for visiting and shopping at **Mettlestate Shop**. The following terms and conditions constitute our Shipping Policy.

Domestic Shipping Policy

Shipment processing times

All Orders are processed within **3-7 business days**. Orders are not shipped or delivered on weekends or holidays.

If We are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of Your Order, We will contact You via email or telephone.

Shipping rates & delivery estimates

Shipping charges for Your Orders will be calculated and displayed at checkout.

- **Shipping method: The Courier Guy**
Shipment cost: R85.00
Estimated delivery time: 3-7 business days
- **Shipping method: The Courier Guy Overnight**
Shipment cost: R300.00
Estimated delivery time: 2 business days

- **Shipping method: The Courier Guy Sameday**

Shipment cost: R350.00

Estimated delivery time: Sameday - 1 business day

Overnight delivery is only available for Orders with delivery addresses within the Gauteng and Neighbor provinces but can differ depending on location such as farms and outlying areas.

Delivery delays can occasionally occur.

Shipment confirmation & Order tracking

You will receive a Shipment Confirmation Email once Your Order has shipped containing your tracking number(s). The tracking number will be active within 24 hours.

Damages

Mettlestate is not liable for any products damaged or lost during shipping. If You received Your Order damaged, please contact the shipment carrier to file a claim.

Please save all packaging materials and damaged goods before filing a claim.

Contact Us

If you have any questions about this Shipping Policy, You can contact Us:

- By visiting this page on our website: <https://shop.mettlestate.com/contact/>
- By sending us an email: Marcelle@mettlestate.com