

## **Delivery & Collection Options**

### **Collection**

Customers may collect their orders in person from House of Diecast/Toymaster, located at The Reserve 3, Unit 20, 2 Capricorn Way, Brackenfell, Cape Town. To avoid inconvenience, we strongly recommend contacting us on 071 603 6591 to confirm that your order is ready for collection before visiting the store. Orders will only be available for collection once we have confirmed that they are ready.

### **Delivery**

We offer delivery services within the borders of South Africa only. Our delivery options and charges are as follows:

- **Pudo:** R80
- **PostNet:** R120

Any additional charges exceeding these amounts, such as those due to remote area delivery fees or oversized packages, will be invoiced separately to the client.

We also provide an "Add to your Box" option, allowing you to accumulate multiple purchases in your personal storage within our depot. Once you're ready, we will consolidate your items, and you can be invoiced for shipping them together. This helps you avoid multiple shipping costs across various orders. No shipping fees will be added to the checkout if you select this option.

The "Add to your Box" option can also be used for self-collection at our store.

Once your parcel has been handed over to any of the third-party couriers (Pudo or PostNet), House of Diecast/Toymaster assumes no responsibility or liability for the condition, safety, or loss of the package. Clients are advised to insure their parcels independently should they wish to do so.

### **Shipping**

The estimated lead time for dispatching orders to the chosen courier is 2 to 5 business days from the date of purchase. This time frame accounts for the possibility of delays due to order volumes or if our store is temporarily closed while our team attends events across South Africa.