



Making a change possible.
Anytime, Anywhere.

info@nappysac.com

NappySac.com

NappySac (Pty) Ltd – Shipping & Delivery Policy

We aim to ensure that your order reaches you as quickly and smoothly as possible.

1) Order Processing Times

Orders are processed within **1-2 business days** after payment is received. Orders placed on weekends, or public holidays will be processed on the next business day.

2) Delivery Times & Methods

We deliver nationwide within South Africa using reliable courier services.

Estimated delivery times are as follows:

- **Major cities:** 2-4 business days
- **Regional / Outlying areas:** 3-7 business days

Delivery times may vary due to courier schedules or unforeseen delays.

3) Shipping Fees

NappySac Bundles (packs of 10): Free Shipping Nationwide

NappySac Subscriptions: Free Shipping Nationwide

Single NappySac Kits: R80 flat-rate shipping anywhere in South Africa

Shipping fees are automatically applied at checkout.

4) Tracking your Order

Once your order has been dispatched, you will receive a tracking number via email or SMS to follow your delivery in real time.



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5) Incorrect Delivery Information

Please double-check your delivery address at checkout.

NappySac cannot be held responsible for delays or additional courier charges caused by incorrect or incomplete address details.

6) Communication and Delivery Issues

If your parcel hasn't arrived within the expected timeframe, or if you have any general enquiries, please contact us at info@nappysac.com with your order number or questions and we will assist promptly.