# Delivery Policy

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## 1. Delivery Methods & Transit Timeframes

Higiene offers two convenient fulfilment channels across South Africa: direct **Door-to-Door Courier Delivery** and 24/7 **PUDO Smart Locker Collection**, plus International Express Courier via Bob Go / Aramex.

| Delivery Zone | Estimated Transit Time | Primary Coverage Areas |
|---|---|---|
| **Zone 1: Local Metros** | 1–2 Business Days | Johannesburg, Pretoria, Centurion, Midrand, George & Garden Route Hub |
| **Zone 2: National Metros** | 2–3 Business Days | Cape Town, Durban, Gqeberha (Port Elizabeth), Bloemfontein, East London |
| **Zone 3: Regional Hubs** | 3–4 Business Days | Polokwane, Nelspruit (Mbombela), Rustenburg, Kimberley, Pietermaritzburg, Knysna |
| **Zone 4: Remote & Outlying** | 4–6 Business Days | Rural districts, outlying agricultural towns, and non-metro postal codes |

## 2. Door-to-Door Courier Delivery Terms

- **Delivery Hours:** Courier deliveries occur between **08:00 and 17:00, Monday to Friday** (excluding public holidays) to the street address provided at checkout.
- **Proof of Delivery:** Upon arrival, the courier driver may request the recipient's name or a digital signature/OTP to confirm safe handover.
- **Missed Deliveries:** If no one is available at the address, the driver will phone the mobile number on the waybill to arrange a second delivery attempt or redirect the parcel to your nearest PUDO Smart Locker.

## 3. PUDO Smart Locker Collection Terms

- **Automated SMS PIN:** The moment the courier places your parcel inside your selected PUDO Smart Locker, an automated SMS and Email containing your secret **6-digit Collection PIN** is sent to you.
- **Collection Window:** You have **36 to 72 hours** to collect your parcel at your convenience (most lockers operate 24 hours a day, 7 days a week).
- **Uncollected Locker Parcels:** If a parcel is not collected within the locker holding window, it is returned to the nearest courier depot. Re-dispatch to the locker or an alternate address may incur a R70.00 re-shipping fee.

## 4. Passing of Risk (CPA Compliance)

In accordance with the South African Consumer Protection Act, Higiene bears full risk of loss or damage to the goods during transit until the parcel is physically delivered to your nominated address or unlocked by you at your chosen PUDO Smart Locker.

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**Merchant & Legal Entity:** Hygienical (Pty) Ltd trading as Higiene / Fungus No More™ (Republic of South Africa)
**Official Website:** https://fungusnomore.co.za | **Support Email:** sales@higiene.co.za / fungusnomore@gmail.com | **WhatsApp / Phone:** +27 (0)74 704 3506
**Physical Address:** 8 Ferox Street, Aloe Park, Albertinia, 6695, South Africa | **Payment Partner:** Payfast by Network (Merchant ID: 25036133)