

CUSTOMCARDZA

COURIER & DELIVERY POLICY

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CustomCardZA powered by Quaint

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Courier & Delivery Policy

This policy explains how CustomCardZA arranges collection of a customer's existing payment card and return of the completed metal card. It must be read together with the Terms & Conditions, Card Handling & Security Policy, Card Customisation Process and Refund & Returns Policy.

Important security requirement

A customer must complete the required card-freezing or blocking step before collection. CustomCardZA will never ask for the customer's PIN, online-banking password or banking login credentials in connection with a collection or delivery.

1. Scope of this policy

This policy applies where CustomCardZA or a courier arranged by CustomCardZA collects the customer's existing physical payment card for the requested customisation service and later returns the completed card or other goods to the customer.

If a different delivery method is specifically agreed for an order, the written terms of that arrangement will apply together with any mandatory rights under South African law.

2. Delivery area

CustomCardZA currently supplies and arranges courier services within South Africa unless a different area is expressly made available during checkout or agreed in writing.

3. Before collection

Before a courier collection is booked or released for collection, the customer must follow the security instructions in the Card Handling & Security Policy. This includes any required temporary freeze or block of the payment card and any confirmation reasonably requested by CustomCardZA that the security step has been completed.

The customer must ensure that the collection address, contact details and collection instructions supplied with the order are accurate and that an authorised person is available where required.

4. Collection of the customer's existing card

After the order has been accepted and the applicable payment requirements have been satisfied, CustomCardZA will arrange collection in accordance with the collection method made available for the order.

The customer should package the card only in the manner instructed by CustomCardZA. The customer must not include a written PIN, online-banking password, CVV/CVC or other secret authentication information in the package.

Where a tracking reference is issued, the customer should retain it until the card has been received by CustomCardZA.

5. Courier identification and handover

Where reasonably available, the customer should verify that the person collecting the package is the expected courier or authorised delivery representative before handing over the card.

If the collection details do not match the booking, or the customer reasonably suspects fraud or impersonation, the customer should not hand over the card and should contact CustomCardZA using the contact details in this policy.

6. Receipt by CustomCardZA

Once the package is received at CustomCardZA, the order will be matched to the relevant customer/order record and handled under the Card Handling & Security Policy.

If the package arrives damaged, appears to have been tampered with, or does not contain the expected card, CustomCardZA will pause processing and contact the customer where reasonably possible before proceeding.

7. Processing and delivery timeframe

CustomCardZA aims to complete the customisation and return process within the timeframe communicated on the website, at checkout or in the order confirmation. The current public target is generally 5-7 business days, subject to successful collection, receipt of the card, production requirements and courier operations.

Any specific timeframe expressly stated for an individual order will take priority over this general target. Customers will be informed of material unavoidable delays where reasonably possible.

For online transactions, applicable statutory performance periods, including any rights that arise under the Electronic Communications and Transactions Act, remain unaffected.

8. Return delivery of the completed card

After the customisation process has been completed, CustomCardZA will arrange return delivery to the delivery address confirmed for the order, unless another destination has been agreed in writing.

Because the package may contain a functioning payment-card component, the customer should ensure that the return address is secure and that an appropriate person is available to receive the parcel where the courier requires handover or signature.

Tracking information will be provided where available from the courier service used for the order.

9. Card must remain frozen or blocked during transit

The customer should keep the card frozen or blocked while it is in transit to CustomCardZA, while it is being processed, and while it is being returned.

The customer should only unfreeze or unblock the card after the completed card has been safely returned and is physically back in the customer's possession.

10. Incorrect or incomplete delivery information

The customer is responsible for providing accurate collection and delivery details. If a courier attempt fails because the address, contact number or other information supplied by the customer is incorrect or incomplete, CustomCardZA may contact the customer to arrange another attempt.

Any additional cost caused solely by incorrect customer-supplied delivery information may be charged to the customer where permitted by law and only after the additional charge has been disclosed.

11. Failed delivery attempts and uncollected parcels

If a return delivery cannot be completed, CustomCardZA or the courier may contact the customer to arrange redelivery, collection from an authorised depot, or another reasonable delivery solution.

CustomCardZA will not treat an undelivered customer card as abandoned merely because one or more delivery attempts fail. The card will continue to be treated as customer property while it remains in CustomCardZA's possession or control, subject to applicable law and the courier arrangement.

12. Loss, damage, tampering or suspected compromise in transit

If a package containing a customer card is reported lost, materially damaged, tampered with, misdirected or otherwise compromised, CustomCardZA will investigate the incident with the courier and take reasonable steps appropriate to the circumstances.

Where appropriate, CustomCardZA will notify the customer promptly and may advise the customer to keep the card blocked and to contact the issuing bank regarding cancellation or replacement.

The allocation of costs, refunds, replacement remedies or other liability will be determined under the Terms & Conditions, Refund & Returns Policy, the courier arrangement and applicable law. Nothing in this policy excludes liability that cannot lawfully be excluded.

13. Risk and customer property

A customer's existing payment card remains customer property or property ordinarily under the customer's control while it is temporarily handled for the requested service. CustomCardZA will exercise the care, diligence and skill required by applicable law when handling and safeguarding that property.

This policy does not attempt to remove or reduce any statutory allocation of delivery risk or any consumer right that applies to the transaction.

14. Courier delays outside normal control

Weather, road closures, service disruptions, strikes, security incidents, remote-area routing and other courier-network events may cause delays. Where a material delay becomes known, CustomCardZA will take reasonable steps to communicate the delay and, where possible, assist with tracking or an alternative arrangement.

15. Delivery charges

Any courier or delivery charge payable by the customer will be disclosed during the ordering process or otherwise agreed before the relevant charge is incurred. CustomCardZA will not add an undisclosed delivery fee after the order has been placed, except where the customer later requests or causes an additional delivery service and the additional charge is disclosed and accepted.

16. No disclosure of secret banking information

Neither CustomCardZA nor a legitimate courier acting for CustomCardZA requires the customer's PIN, online-banking password or banking login credentials in order to collect or deliver a card.

Customers should report any request for such information to CustomCardZA immediately.

17. Contact

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