

SHIPPING POLICY

This Shipping Policy ("Shipping Policy") applies to all orders placed through www.gameplansport.co.za and forms part of Gameplan Sport (Pty) Ltd's Terms and Conditions. It sets out how we process, dispatch, and deliver your orders for Adaptive Sports Equipment and Sport Apparel. Please read this policy carefully before completing your purchase. By placing an order, you agree to the terms of this Shipping Policy.

1. ORDER PROCESSING

- 1.1 All orders are subject to product availability and payment verification before processing commences. The Company will confirm your order via email once payment has been successfully authorised.
- 1.2 Orders are processed on business days only (Monday to Friday, excluding South African public holidays). Orders placed after 12:00 (noon) SAST, or on weekends and public holidays, will be processed on the next business day.
- 1.3 Standard processing time is one (1) to three (3) business days from the date of order confirmation, unless the product listing specifies a longer lead time.
- 1.4 Customised or bespoke Adaptive Sports Equipment requires additional lead time due to the bespoke manufacturing process. Estimated production and dispatch timelines will be communicated to you at the time of order confirmation. Standard lead times for bespoke items are fourteen (14) to twenty-one (21) business days, unless otherwise agreed in writing.
- 1.5 During promotional periods, sale events, or high-volume periods, processing times may be extended. The Company will endeavour to communicate any material delays as promptly as possible.
- 1.6 You will receive a dispatch confirmation email, including a tracking number where applicable, once your order has been collected by the courier.

2. DOMESTIC SHIPPING (SOUTH AFRICA)

2.1 Delivery Options and Estimated Timelines

The following domestic delivery options are available at checkout. Estimated delivery times are calculated from the date of dispatch and apply to standard business days:

Service	Estimated Delivery	Cost	Notes
Standard Delivery	3 – 5 business days	ZAR [RATE] or free on orders over ZAR [THRESHOLD]	Main urban centres
Economy Delivery	5 – 7 business days	ZAR [RATE]	All areas incl. outlying

Express Delivery	1 – 2 business days	ZAR [RATE]	Major metros only
Overnight Courier	Next business day	ZAR [RATE]	Order by 10:00 SAST
Oversized / Adaptive Equipment	5 – 10 business days	Quoted at checkout	Wheelchairs, handcycles, bulky items

- 2.2** Delivery to remote, outlying, or farm addresses may incur additional charges and extended delivery timelines. Such surcharges will be displayed at checkout before you complete your order.
- 2.3** Free shipping thresholds apply to standard Products only and do not apply to oversized items, customised equipment, or orders to outlying areas.
- 2.4** The Company reserves the right to modify shipping rates and free shipping thresholds at any time. The rates applicable to your order are those displayed at checkout at the time of purchase.

2.3 Courier Partners

- 2.3.1** The Company uses reputable third-party courier and logistics providers for domestic deliveries. The Company will endeavour to use a courier that is appropriate for the size and nature of the shipment, including specialised freight handlers for large Adaptive Sports Equipment.
- 2.3.2** Once an order has been dispatched, the courier is solely responsible for the delivery. The Company is not liable for delays caused by the courier, incorrect delivery addresses, or failed delivery attempts due to the recipient being unavailable.
- 2.3.3** Where a courier makes two (2) or more failed delivery attempts, the package may be returned to the Company. Re-delivery charges will be borne by you.

3. INTERNATIONAL SHIPPING

- 3.1** The Company ships selected Products to international destinations. Availability of international shipping for specific products will be indicated at checkout.
- 3.2** International shipping rates and estimated delivery timelines will be calculated and displayed at checkout based on the destination country, package dimensions, and weight.
- 3.3** Estimated international delivery timelines are as follows:
- Southern African Development Community (SADC) countries: 5 – 10 business days.
 - Rest of Africa: 7 – 14 business days.
 - Europe, North America, and Australia: 10 – 20 business days.
 - Rest of World: 14 – 25 business days.

All international timelines are estimates and may be affected by customs clearance, local public holidays, or carrier delays.

- 3.4** Customs Duties and Import Taxes: International shipments may be subject to import duties, customs taxes, VAT, or other levies imposed by the destination country. These charges are entirely your responsibility and are not included in the product price or shipping cost quoted at checkout. The Company has no control over such charges and cannot predict their amount.
- 3.5** Customs clearance delays are outside the Company's control. The Company accepts no liability for delays caused by customs inspections or clearance procedures.

- 3.6** Certain Products — particularly Adaptive Sports Equipment classified as medical or assistive devices — may be subject to import restrictions or require specific permits in the destination country. It is your responsibility to verify applicable import regulations before ordering.
- 3.7** The Company currently does not offer international shipping for all product categories. Customised or bespoke Adaptive Sports Equipment may only be shipped to South Africa and selected SADC countries. Please contact gerry.smith@gameplansport.co.za for international shipping enquiries for bespoke items.

4. ORDER TRACKING

- 4.1** A tracking number will be provided via email once your order has been dispatched, where the selected courier service includes a tracking facility.
- 4.2** You can track your order using the tracking number provided on the courier's website or app. Tracking information may take up to twenty-four (24) hours to update after dispatch.
- 4.3** For orders that do not include tracking (e.g., certain economy services), the Company will provide an estimated delivery window. In the event of non-delivery within the estimated window, please contact gerry.smith@gameplansport.co.za.
- 4.4** The Company is not responsible for inaccuracies in courier tracking systems.

5. DELIVERY ADDRESS AND FAILED DELIVERIES

- 5.1** It is your responsibility to ensure that the delivery address provided at checkout is accurate and complete. The Company cannot amend a delivery address once an order has been dispatched.
- 5.2** If a package is returned to the Company due to an incorrect or incomplete address provided by you, re-delivery will be arranged at your cost. If you do not wish to arrange re-delivery, a refund of the product cost only (excluding original and return shipping costs) will be processed.
- 5.3** The Company is not liable for any loss or delay arising from an incorrect delivery address provided by you.
- 5.4** For deliveries requiring a signature, it is your responsibility to ensure that an authorised recipient is available at the delivery address. Where a signature cannot be obtained, the courier may leave the package at a designated pick-up point or return it to a depot. Any storage fees charged by the courier after a defined holding period are your responsibility.
- 5.5** The Company is unable to ship to P.O. boxes for large or oversized items, including Adaptive Sports Equipment. A physical address must be provided for such orders.

6. RISK AND TITLE

- 6.1** Risk in the Products passes to you at the point of delivery to the address specified in your order.
- 6.2** Legal title in the Products passes to you upon receipt of full cleared payment.
- 6.3** The Company strongly recommends that you inspect all packages upon delivery. If a package is visibly damaged upon delivery, you should note this on the courier's delivery record and, where possible, photograph the damage before accepting the package.

7. DAMAGED OR LOST SHIPMENTS

7.1 Damaged in Transit: If your order arrives damaged, you must notify the Company within forty-eight (48) hours of delivery by emailing gerry.smith@gameplansport.co.za with:

- Your order number and a description of the damage;
- Photographs of the damaged packaging and product; and
- A photograph of the courier label.

Failure to notify the Company within this window may limit our ability to raise a claim with the courier on your behalf.

7.2 Lost in Transit: If your order has not been delivered within five (5) business days of the estimated delivery date (domestic) or ten (10) business days (international), please contact gerry.smith@gameplansport.co.za. The Company will investigate with the courier and provide an update within five (5) business days.

7.3 Where a shipment is confirmed lost by the courier, the Company will, at its election, dispatch a replacement product or issue a full refund, including shipping costs.

7.4 For Adaptive Sports Equipment, given the high value and bespoke nature of many items, the Company will arrange appropriate transit insurance at the time of dispatch. Details of such insurance will be provided upon request.

8. SPECIAL PROVISIONS FOR ADAPTIVE SPORTS EQUIPMENT

8.1 Due to the size, weight, fragility, and specialised nature of many Adaptive Sports Equipment items (including wheelchairs, handcycles, prosthetic sports components, and assistive devices), the following additional terms apply:

8.2 Packaging: All Adaptive Sports Equipment is packaged using appropriate protective materials designed to withstand standard courier handling. Some items may be partially disassembled for safe transit and will be accompanied by reassembly instructions.

8.3 Specialist Freight: For items exceeding standard courier weight or dimension limits, the Company will arrange delivery via a specialist freight or logistics provider. Delivery timelines and costs for specialist freight will be confirmed at checkout or via a separate quotation.

8.4 Assembly and Setup: Delivery of Adaptive Sports Equipment does not include assembly, fitting, or setup services unless expressly agreed in writing as part of a separate service agreement. The Company recommends that all adaptive equipment be fitted and adjusted by a qualified professional.

8.5 Pre-Delivery Inspection: For high-value bespoke equipment, the Company may require photographic confirmation of safe receipt within forty-eight (48) hours of delivery. This assists in validating the condition of the equipment for warranty and insurance purposes.

9. CLICK AND COLLECT

9.1 Where indicated on the Website, certain Products may be available for collection from the Company's designated premises or partner collection points.

9.2 Click and Collect orders will be ready for collection within two (2) to three (3) business days of order confirmation, unless otherwise stated.

- 9.3** You will be notified by email or SMS when your order is ready for collection. Orders not collected within fourteen (14) calendar days of the collection notification may be cancelled and refunded, less any applicable administration fee.
- 9.4** You must present your order confirmation and a valid form of identification upon collection.

10. SUSTAINABILITY AND RESPONSIBLE SHIPPING

10.1 Gameplan Sport is committed to minimising the environmental impact of our shipping operations. We endeavour to:

- Use recyclable and minimal packaging materials wherever possible.
- Consolidate shipments to reduce unnecessary courier trips.
- Partner with logistics providers that have credible environmental sustainability commitments.
- Offer carbon-neutral shipping options where available.

10.2 We encourage customers to recycle or reuse all packaging materials received with their orders.

11. SHIPPING ENQUIRIES AND CONTACT

11.1 For all shipping-related queries, including tracking assistance, delivery issues, or address amendments (prior to dispatch), please contact our customer support team:

Gerhard (Gerry) Smith (Director)

Tel: +27 71 762 5029

Email: gerry.smith@gameplansport.co.za

Website: www.gameplansport.co.za

Business Hours: Monday – Friday, 08:00 – 17:00 SAST (excluding public holidays)

11.2 Please include your order number in all shipping-related correspondence to enable prompt assistance.

11.3 This Shipping Policy is subject to change. The current version will always be available on the Website. Any changes will take effect from the date of publication on the Website.

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www.gameplansport.co.za

These policies were last reviewed and updated on 1 July 2026.