

Cancellation Policy

Effective date: 2 October 2026

This policy explains how customers may request cancellation of courier and logistics bookings with Delivery Ka Speedy (Pty) Ltd, trading as Delivery Ka Speed (“DKS”).

IMPORTANT

A cancellation request does not automatically stop a shipment. The booking is only cancelled when DKS confirms the cancellation or confirms the alternative action to be taken. Once a driver has been dispatched, a parcel collected, or third-party costs incurred, a reasonable cancellation, return or handling charge may apply where permitted by law.

1. Request cancellation as early as possible

The customer should request cancellation immediately once the service is no longer required. Whether a booking can be stopped and what amount is refundable depends on the stage of the booking, resources already committed, third-party costs and the legal rights applicable to the transaction.

2. Cancellation before dispatch or collection

Where cancellation is requested before a driver or delivery resource has been dispatched, before collection, and before DKS has materially started performance or incurred non-recoverable costs, DKS will ordinarily cancel the booking and assess the payment for refund under the Refund Policy.

Where DKS has already allocated resources or incurred reasonable costs, DKS may charge a reasonable cancellation amount where permitted by law. For consumer advance bookings, the amount will be assessed with regard to relevant circumstances such as the nature of the service, the amount of notice, the reasonable possibility of reallocating the capacity and the actual work or costs already incurred. DKS will not impose a cancellation fee where applicable law prohibits one, including where section 17(5) of the Consumer Protection Act applies because of the death or hospitalisation of the person for whom, or for whose benefit, the booking was made.

3. Cancellation after dispatch or collection

Once a driver or partner has been dispatched, the parcel has been collected, or the shipment has entered the delivery network, the service has commenced and immediate cancellation may not be operationally possible. DKS may, where reasonably possible, intercept or redirect the shipment or arrange return-to-sender. Additional transport, handling, partner, storage and return charges may apply.

Cancellation after collection does not automatically entitle the customer to a refund of the original delivery charge because part or all of the service may already have been performed.

4. Electronic transactions and cooling-off rights

South African e-commerce law gives cooling-off rights for some electronic transactions, but there are statutory exceptions. In particular, the Electronic Communications and Transactions Act excludes

certain transport services where the supplier undertakes to provide the service on a specific date or within a specific period, and also excludes certain services that begin with the consumer's consent before the end of the cooling-off period.

If a statutory cooling-off right, direct-marketing cancellation right or other non-waivable cancellation right applies to a particular booking, DKS will honour that right notwithstanding anything else in this policy.

5. Failed collection

If the sender is unavailable, the parcel is not ready, the parcel differs materially from the booking, or the collection information is incorrect, the booking does not automatically qualify for cancellation without charge or a full refund. DKS may offer recollection, repricing, cancellation or another reasonable arrangement, and additional costs may apply where a further service is required.

6. Failed delivery or recipient refusal

A failed delivery caused by an incorrect address, recipient unavailability, refusal, security or access restrictions, unsafe conditions or incorrect customer information does not automatically cancel the shipment. DKS may arrange redelivery, collection from a point, temporary holding, rerouting or return-to-sender. Reasonable additional charges may apply.

7. Cancellation by DKS

DKS may cancel, suspend or refuse a booking where the shipment is unlawful, prohibited, unsafe, inadequately packaged, materially misdescribed, outside the service capability, payment has not been received, fraud or security concerns exist, or circumstances make performance unlawful or reasonably unsafe.

If DKS cancels a paid booking before providing the service for reasons not caused by the customer, DKS will provide the refund or other remedy required by the Refund Policy and applicable law.

8. How to cancel

Contact DKS at support@deliverykaspeed.com or +27 68 944 2018 as soon as possible and provide the booking or waybill number. DKS may need to verify the requester's identity or authority before altering a shipment.

A cancellation request sent by email, phone, WhatsApp or another channel is not confirmed until DKS acknowledges the cancellation or confirms the action that will be taken. Customers should retain that confirmation.

9. Business account customers

Business account customers may be subject to specific cancellation terms in an agreed quotation, rate card, service-level agreement or other written commercial agreement. Those specifically negotiated terms apply to the extent of any conflict and to the extent permitted by law.

10. Consumer rights

Nothing in this policy removes or limits a right that cannot lawfully be excluded under South African law. Any reasonable cancellation charge will be applied only to the extent permitted by law.

11. Contact details

Delivery Ka Speedy (Pty) Ltd trading as Delivery Ka Speed (DKS)

Company registration number: 2021/672381/07

Registered office / address for legal service: 341 Jan Smuts Avenue, Hyde Park, Sandton, 2196, South Africa

Customer support / operational contact address: Building 4, Clearwater Office Park, 1 Millennium Boulevard, Strubensvallei, Roodepoort, 1735, South Africa

Email: support@deliverykaspeed.com

Telephone: +27 68 944 2018

Website: www.deliverykaspeed.com