

Delivery & Service Policy

Effective date: 2 October 2026

This policy explains how Delivery Ka Speedy (Pty) Ltd, trading as Delivery Ka Speed (“DKS”), handles quotations, collections, routing, deliveries, exceptions, tracking and return logistics.

SERVICE LEVEL NOTICE

Unless DKS expressly confirms a guaranteed service in writing, collection and delivery dates and times are estimates. Tracking events are operational information and may not appear in real time. Customers should not treat an estimate or tracking status as a guarantee or as proof of loss without allowing DKS a reasonable opportunity to investigate.

1. Service area and availability

DKS provides domestic courier and logistics services across South Africa, subject to service-area coverage, route capacity, collection-point availability, parcel characteristics and the service selected. Availability for a specific origin and destination is confirmed through the applicable quote, booking channel or business agreement.

2. Quotes, weights and dimensions

Quotes are based on the booking information supplied. DKS may reweigh or remeasure a parcel and may apply actual or volumetric weight in accordance with the quoted service rules. If the parcel differs materially from the booking, DKS may revise the price or service, request payment of the difference, or pause the shipment pending instruction.

3. Collection

- The sender must ensure the parcel is ready, securely packaged and available at the collection location during the agreed window.
- The sender must provide reasonable access information, labels, waybills, permits or documents required for the shipment.
- DKS may refuse or defer collection where the parcel is unsafe, prohibited, inadequately packaged, materially misdescribed, inaccessible or outside the booked service specification.
- Collection scans, timestamps, photographs or driver records may be used to evidence collection.

4. Routing and delivery partners

DKS may route a shipment through DKS points, hubs, vehicles, employees, independent contractors or approved third-party logistics providers. DKS may change the route or partner where reasonably necessary for operational, safety, serviceability or capacity reasons, unless a specific route was expressly agreed in writing.

Where a partner performs part of the service, DKS may share the minimum sender, recipient and shipment information reasonably required for that partner to perform the service. Partner operational scans may feed into DKS tracking.

5. Delivery and proof of delivery

DKS will make reasonable efforts to deliver to the address and contact details provided. Depending on the service, proof of delivery may include a recipient name, signature, photograph, scan, one-time pin, timestamp, location record or delivery-status event.

Unless delivery to a specifically named individual is expressly required, DKS may deliver to a person reasonably appearing authorised at the address, reception desk, security point, workplace, household or agreed collection point. DKS will not intentionally leave a parcel unattended unless an authorised safe-place arrangement or service option permits it.

6. Unsafe or inaccessible locations

DKS does not require drivers or partners to enter a location that presents a reasonable safety, security, legal or access risk. In those circumstances DKS may contact the sender or recipient, meet at a reasonable alternative point, reschedule, direct the parcel to a collection point, or return it to sender. Additional charges may apply where further transport or handling is required.

7. Failed delivery attempts

Where delivery cannot be completed, DKS may contact the customer or recipient, make another attempt, direct the parcel to a collection point, hold it for a reasonable period or return it to the sender. Additional redelivery, handling, storage or return charges may apply where permitted by law and reasonably incurred.

8. Address changes and redirects

A request to change an address, recipient or delivery instruction after booking is subject to identity/security checks and operational feasibility. A material change may require repricing, a new service level, additional time or a new waybill. DKS may refuse a redirect where it creates fraud, security, legal or operational risk.

9. Tracking and status updates

Tracking statuses are based on operational scans, system events and partner data. They are intended to provide useful shipment information but may be delayed, corrected or updated as more information becomes available. A tracking status is not an absolute guarantee of the parcel's physical condition or location at every moment.

10. Service estimates and delays

Unless a written guaranteed service applies, stated delivery timeframes are estimates. DKS may experience delays caused by peak volumes, weather, road conditions, load shedding, network or system outages, security incidents, civil disruption, strikes, regulatory action, public authority instructions, recipient unavailability or other circumstances outside reasonable control.

A delay does not automatically entitle the customer to a full refund where the service is ultimately performed, unless an applicable guarantee or law provides otherwise.

11. Return to sender and unclaimed shipments

A shipment may be returned to sender where delivery cannot reasonably be completed, the recipient refuses it, the customer requests a return after dispatch, the parcel breaches carriage restrictions, or another valid return condition applies. Return transport, partner, handling and storage charges may apply.

DKS is not required to store a shipment indefinitely. Where a shipment remains unclaimed or instructions cannot be obtained, DKS may take the steps permitted by law after reasonable attempts to contact the relevant party and any notice required by law.

12. Restricted, high-value and special-care goods

Certain dangerous, fragile, perishable, high-value, controlled or unusual goods may be refused or accepted only under specific written conditions. The ordinary courier charge does not create full-value insurance. Customers should refer to the Terms & Conditions and arrange appropriate insurance where DKS has not expressly confirmed enhanced cover.

13. International and export services

Unless DKS expressly quotes and accepts an international movement in writing, the website service offering is domestic. If DKS offers an international service, customs, sanctions, export/import, duties, taxes and third-party carrier terms may apply in addition to these policies.

14. Service issues and claims

Customers should contact DKS promptly at support@deliverykaspeed.com if a shipment appears delayed, lost, damaged, misdelivered or otherwise exceptional. Provide the booking or waybill reference and supporting information so DKS can investigate. Loss and damage claims are subject to the Terms & Conditions.

15. Related policies

This Delivery & Service Policy must be read with the DKS Terms & Conditions, Refund Policy, Cancellation Policy and Privacy Policy, and any specifically agreed business-account terms.

16. 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