

Refund Policy

Effective date: 2 October 2026

This policy explains how Delivery Ka Speedy (Pty) Ltd, trading as Delivery Ka Speed (“DKS”), assesses and processes refund requests for courier and logistics services.

KEY PRINCIPLE

A refund depends on why the service was not completed, how far the service had progressed, costs already reasonably incurred, and any non-waivable statutory right. A return-to-sender, late delivery, failed delivery attempt or customer-requested cancellation does not automatically create a right to a full refund.

1. When a refund may be due or considered

- DKS cancels a paid booking before providing the service and the cancellation was not caused by the customer’s breach, incorrect information or prohibited shipment.
- DKS is unable to provide the service purchased and applicable law requires a refund, or the customer does not accept a reasonable alternative offered by DKS.
- The customer was charged more than once for the same booking or was charged an amount in error.
- A material service failure legally attributable to DKS justifies a full or partial refund after investigation.
- A cancellation or cooling-off right applies under South African law and requires a refund.

2. When a refund may be reduced or may not apply

- All or part of the courier or logistics service has already been performed or DKS has reasonably incurred non-recoverable transport, partner, handling, storage or operational costs.
- The shipment was delivered in accordance with the booking, even if the customer no longer requires the service.
- Collection or delivery failed because the customer, sender or recipient supplied materially incorrect or incomplete information, was unavailable, refused the shipment, or failed to provide reasonable access.
- The shipment contained prohibited, undeclared, dangerous, inadequately packaged or materially misdescribed contents.
- Additional redelivery, storage, rerouting or return-to-sender services were reasonably required after the original service commenced.
- The complaint relates only to a delay where the quoted timeframe was an estimate rather than an expressly guaranteed service and the service was otherwise performed, subject to any statutory right.
- The customer seeks compensation for indirect or consequential loss rather than a refund of the service charge; such claims are governed by the Terms & Conditions.

Where only part of the service was not supplied, DKS may approve a proportionate or partial refund rather than a full refund, to the extent permitted by law.

3. Electronic-transaction and statutory refunds

Where an Electronic Communications and Transactions Act right applies, DKS will comply with the applicable statutory refund period. The Act's seven-day cooling-off right does not apply to every courier booking, including certain transport services undertaken for a specific date or period and services that began with the consumer's consent before the end of the cooling-off period.

Where DKS cannot perform an electronic order because the service is unavailable, DKS will notify the customer and refund any amount required within the statutory period. Other rights arising under the Consumer Protection Act, including qualifying cancellation rights, remain unaffected.

4. How to request a refund

Send the request to support@deliverykaspeed.com and include enough information for DKS to identify and assess the transaction.

- Customer name and contact details.
- Booking, order or waybill reference.
- Payment reference and amount paid.
- Reason for the refund request.
- Relevant photographs, receipts, proof of value, correspondence or other supporting documents, where applicable.

5. Assessment and investigation

DKS may request additional information and may review tracking events, payment records, photographs, proof of delivery, driver or partner records, customer communications and other relevant evidence. DKS will communicate whether the request is approved, partially approved, declined or requires further investigation.

A customer must take reasonable steps to mitigate loss and must not knowingly make duplicate or inflated claims. DKS may decline the non-statutory portion of a claim that is unsupported, fraudulent, duplicated or unrelated to the service purchased.

6. How approved refunds are paid

Approved electronic refunds will ordinarily be initiated through the original payment method or payment channel, subject to the payment provider's rules. For card transactions processed through PayFast or another card processor, the refund will not exceed the original transaction amount and will be returned to the same card where the payment rules require it.

Once DKS has initiated a refund, the time taken for funds to reflect may depend on the payment provider, card scheme and customer's bank. DKS is responsible for initiating the approved refund; it cannot control the bank's posting time after the refund has been accepted by the payment system.

7. Chargebacks and duplicate recovery

Customers are encouraged to contact DKS promptly where they believe a transaction is incorrect. Nothing in this policy removes any lawful right to dispute a payment through a bank or payment provider.

A customer is not entitled to recover the same amount twice. If a refund, reversal and chargeback overlap, DKS may provide evidence to the payment provider and take lawful steps to recover or offset a duplicate amount.

8. Relationship to loss or damage claims

A refund of a delivery fee is different from a claim for loss of or damage to a shipment. Shipment loss and damage claims are governed by the Terms & Conditions, including the provisions dealing with packaging, evidence, causation, insurance, direct loss and limitation of liability.

9. Consumer rights

This Refund Policy operates subject to the Consumer Protection Act, the Electronic Communications and Transactions Act and other applicable South African law. Where a law gives a customer a right that cannot be excluded or a more favourable mandatory remedy, the legal requirement prevails.

10. 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