

---

## Delivery Information

### 1. Delivery

1.1. Fino shall take all reasonable efforts to ensure that goods or services ordered by Users are delivered within a reasonable time and in good order. However, as Fino is reliant on third parties to deliver goods and services ordered on the website to Users, it cannot guarantee delivery times.

1.2. Delivery time estimates are calculated from the date and time when the goods leave the Fino warehouse, which is usually within one working day of an order being confirmed

1.3. Deliveries are done on business days only. Weekend and after hours deliveries are subject to an additional surcharge and may be organised by special request only (this option is not available online; the User may email the Fino support team on [info@fino.co.za](mailto:info@fino.co.za) to organise.

1.4. Fino will not be responsible for any loss or delays caused by delayed or non-delivery resulting from incorrect delivery information being given by the User during the checkout process.

1.5. Delivery charges presented during the order checkout process are final. Delivery charges provided anywhere else on the website are for estimate purposes only and are subject to change at any time without notice.

9.6. In terms of section 46(1) of the ECT Act FINO must execute an order within 14 days after the date on which an order placed by a User has been confirmed, unless an alternative delivery date has been specifically pre-arranged and agreed upon between Fino and the Customer.

1.7. If Fino fails to execute any order within the 14 day period or within such other period that has been specifically agreed to with the User, the User may cancel the agreement with 7 days' written notice to Fino, and Fino shall refund the full amount received from the User.

1.8. Apart from any liability that may arise in terms of clause 9.7, Fino shall not otherwise be liable for any direct or indirect loss of whatsoever nature sustained by any User as a result of the late or non-delivery of any item ordered which is not due to any fault on the part of Fino.



WWW.FINO.CO.ZA  
INFO@FINO.CO.ZA  
SALES@FINO.CO.ZA  
KAY@FINO.CO.ZA

---

1.9. Standard Delivery takes 2 to 4 days to major centres and 3 to 6 days to regional areas. Herewith the estimated costs;

- Spend R750 or more and get Free Delivery

1.10. Orders not yet dispatched from the Fino warehouse may be cancelled by the User by emailing Fino at [info@fino.co.za](mailto:info@fino.co.za) and will be refunded without additional cost. Cancellations done after the order has been dispatched will be subject to the Fino Returns Policy