



Shipping Policy

Mobile: +27(0) 83 657 9211
Email: crossfament@outlook.com

This section outlines the shipping policy for customers making purchases with **Cross Family Enterprises**. For any inquiries, please contact our customer service team at 083 657 9211 or crossfament@outlook.com.

Shipping Options & Delivery Costs

We provide several shipping options, which you can select during the checkout process.

Package Sizes and Maximum Weights

- XSmall: 60cm x 17cm x 8cm (Max 2kg)
- Small: 60cm x 41cm x 8cm (Max 5kg)
- Medium: 60cm x 41cm x 19cm (Max 10kg)
- Large: 60cm x 41cm x 41cm (Max 15kg)
- XLarge: 60cm x 41cm x 69cm (Max 20kg)

Shipping Prices by Service Type

Locker to Locker (L2L):

- XSmall: R 65.00
- Small: R 80.00
- Medium: R 90.00
- Large: R 120.00
- XLarge: R 160.00

Locker to Door (L2D):

- XSmall: R 90.00
- Small: R 105.00
- Medium: R 145.00
- Large: R 200.00
- XLarge: R 270.00

Locker to Kiosk (L2K):

- XSmall: R 80.00

- Small: R 90.00
- Medium: R 105.00
- Large: R 145.00
- XLarge: R 190.00

Kiosk to Door (L2L):

- XSmall: R 105.00
- Small: R 120.00
- Medium: R 160.00
- Large: R 245.00
- XLarge: R 320.00

Order Processing Time

Orders submitted before 2 PM, Monday to Friday, are processed the same day. Orders placed after 2 PM will be processed on the next business day. Orders made on weekends or public holidays will be processed out on the following Monday or the next available business day.

Delivery Address & P.O. Boxes

Once your order is placed, the delivery address cannot be changed. Please note that we do not ship to P.O. boxes.

International Orders

International shipments may incur import duties and taxes, which are the responsibility of the customer. We recommend consulting your local customs office before ordering, as these fees can be significant and cannot be calculated in advance by our team.

Tracking Your Order

After your order is dispatched, you will receive a confirmation email containing tracking details. You can use this information to monitor your package on the carrier's website.

Returns, Refunds, and Exchanges

Your satisfaction is important to us. For more information, please consult our return and refund policy for details regarding returns and exchanges.