



## STEP-BY-STEP ORDERING FROM HEATHMAKERS AND INFORMATION ABOUT DELIVERY OF ORDERS

### HOW TO SHOP ON WWW.HEALTHMAKERS.CO.ZA/STORE

1. If you are not already a registered customer then please click on '**Customer Login**' & then click '**Register Here**' where you can complete the registration form. Your details will be saved so that if you come back to the store you will not have to re-enter them. Please remember to store your username and password carefully as we only keep a record of your username, your password is confidential to you alone.
2. If you are a registered customer please enter your username and password in the '**Customer Login**' section.
3. Following registration or login you can proceed to shop, selecting products you wish to **Add to Cart** or **BUY** along the way. If you wish to select more than one item select **Continue Shopping** then when your shopping is complete click on **Checkout**.
4. You will now be asked to select a method of delivery, if the product you have ordered does not include free delivery. Please see information about delivery of your goods below.
5. Next select your method of payment. Goods can be paid for with Online credit card, VISA or Mastercard through a secure gateway (appearing as CLICKCLICKCLICK on your card statement), EFT, Direct Bank or Post Office deposit (account details may be found at <http://healthinfocentre.co.za/>...Look for 'Payment Information'). Any exceptional details regarding payment will be explained next to the chosen method of payment on the website.

### ABOUT THE DELIVERY OF YOUR ORDER

#### Courier Delivery

1. Goods are dispatched daily from our warehouse in Utrecht, KZN. The courier service offered is NOT an overnight service so, it should take 3-5 working days to receive your goods. There are always exceptions where your goods could arrive sooner or later.
2. Once goods have been handed over by ourselves to the courier company we are no longer in control of the delivery. As a result we are unable to instruct the couriers on how they should conduct the delivery eg. phoning before delivery, delivering only on certain days etc. The delivery address given MUST have someone available to accept delivery during the working day. Both business and residential addresses are acceptable for delivery.
3. The courier service does not deliver on a Saturday or Sunday and can NOT be a PO Box address.

### **Standard Postal Delivery**

South African Postal Services (SAPO) Parcel Post can take between 3-10 working days for delivery. Healthmakers is not in control of the parcel once it has been handed over to the Post Office. Your tracking number will be communicated to you either by sms or e-mail and parcels can be tracked by you from <http://sms.postoffice.co.za/tracking/Parcel.aspx> . Please note that having been given the tracking number you are responsible for collecting the parcel. Parcels that are returned to us due to non collection will incur further delivery charges for redelivery.

### **Speed Services Delivery - Last orders for the day 8am**

1. SAPO offer a next day delivery of parcels between main centers and a two day delivery for parcels between outlying areas and main centers. The delivery could even take up to 3 working days between two outlying areas. Because Healthmakers nearest post office is Utrecht, which is considered an outlying area the Post Office can not guarantee us overnight delivery and because Speed Services collect from Utrecht Post Office at 9am our order deadline is 8am.
2. SAPO offer two services. **i) Post Office Counter** delivery to your selected post office counter from where you need to collect the parcel. Please note that the delivery address for counter delivery needs to be a South African Post Office (and must include the Post Code for that Post Office). The address can NOT be a Postnet or a physical address.  
**ii) Counter to Door** where the parcel will be delivered to your door. If you have chosen this option please ensure that there is someone available to take delivery of the parcel.
3. Speed Services do not deliver on a Saturday or Sunday.