



Delivery Policy

Effective Date: 04.08.2029

1. Introduction

Thank you for choosing Jozi's Kitchen! We are delighted to bring you a delectable culinary experience right to your doorstep. Please read these Delivery Terms and Conditions carefully before placing your order. By using our delivery services, you agree to comply with the terms outlined below.

2. Delivery Service

- 2.1. Jozi's Kitchen offers a convenient frozen meal delivery service to your designated address.
- 2.2. Our delivery service is available Tuesday, Thursday and Saturday during our operating hours.
- 2.3. Please note that deliveries are subject to availability and may be limited during peak periods.

3. Lead Time

- 3.1. We require a minimum lead time of two (2) days for all delivery orders.
- 3.2. Orders should be placed at least two (2) days in advance to ensure timely delivery.

4. Delivery Areas

- 4.1. We currently deliver to designated areas within Gauteng Province.
- 4.2. To confirm whether your area is serviceable, please contact our customer support team or refer to our website for a list of eligible delivery locations.

5. Delivery Charges

- 5.1. Delivery charges may vary depending on your delivery location.
- 5.2. The applicable delivery fee will be communicated to you during the checkout process before you confirm your order.

6. Order Confirmation and Tracking

- 6.1. After placing your order, you will receive an order confirmation via email, including the delivery date and estimated time.

7. Delivery Process

- 7.1. Our delivery team will make every effort to deliver your order within the specified time frame.
- 7.2. In case of any unforeseen delays or issues with your order, we will communicate promptly and strive to resolve them as quickly as possible.



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8. Receipt of Delivery

- 8.1. Please ensure that a responsible person is available at the delivery address to receive the order.
- 8.2. Our delivery personnel will hand over the order to the designated recipient or an authorised representative upon verification.
- 8.3. Upon delivery, kindly inspect the order for accuracy and report any discrepancies immediately.

9. Refunds and Cancellations

- 9.1. For cancellation or refund requests, kindly contact our customer support team within 24 hours.
- 9.2. Refunds will be processed in accordance with our Refund Policy.

10. Contact Us

For any questions, concerns, or assistance regarding our delivery terms and conditions, please contact us at:

Email: info@jozi'skitchen.co.za

11. Changes to Terms

Jozi's Kitchen reserves the right to modify or update these Delivery Terms and Conditions at any time without prior notice. Please refer to the latest version on our website.

By placing an order with Jozi's Kitchen, you acknowledge that you have read, understood, and agreed to these Delivery Terms and Conditions.

Thank you for choosing Jozi's Kitchen. Bon appétit! 🍴🚀