

N2U Squared – Shipping Policy

N2U Squared aims to deliver orders in a secure, reliable, and efficient manner. This Shipping Policy explains how orders are processed, shipped, and collected.

“N2U Squared” refers to **N2U Squared (Pty) Ltd**, a South African registered company.

Order Processing

- Orders are processed once payment has been successfully received and confirmed.
- Orders are typically processed within **1-3 business days**, excluding weekends and South African public holidays.
- Certain products, including **special-order items, bulky goods, regulated-adjacent products, or high-value equipment**, may require additional processing time.
- During peak periods, promotions, or unforeseen circumstances, processing times may be extended.
- For the purposes of this policy, ‘dispatch’ refers to the point at which an order is handed over to a courier for delivery.

Customers will be notified once their order has been processed and dispatched.

Delivery Methods

N2U Squared offers the following delivery options:

Courier Delivery

- Orders are delivered via reputable third-party courier services.
- Delivery timeframes typically range from **2-5 business days**, depending on delivery location, product type, and courier capacity.
- Delivery timeframes are estimates only and are not guaranteed.
- Courier delivery fees are calculated at checkout and may vary based on **parcel size, weight, value, and special handling requirements**.

- Certain products, including firearm-related parts, tactical accessories, or high-value items, may require **additional handling or courier approval**. N2U Squared reserves the right to select an appropriate courier service or delivery method based on the nature of the item.

Delivery Address Requirements

- Courier deliveries **cannot be made to PO Boxes**.
- A physical street address is required for all courier deliveries.
- Customers must ensure that someone is available to receive deliveries during business hours.

Local Collection

- Customers may choose to collect their order from a designated collection point.
- Collection is subject to product availability and operational capacity.
- Collection details and instructions will be provided once the order is ready.
- Customers must present **valid identification and proof of purchase** when collecting an order.
- Certain firearm-related, regulated, or restricted products may only be released to the **purchaser named on the order**.
- N2U Squared reserves the right to refuse collection where identification, verification, or collection conditions are not met.

Shipping Areas

- Courier delivery is available within **South Africa only**.
- International shipping is not currently offered unless explicitly stated.

High-Value, Regulated, and Restricted Items



N2U SQUARED

OUTDOOR GEAR

- Some products sold by N2U Squared may be classified as **high-value, restricted, or regulated** for courier, safety, or logistical purposes.
 - These items may:
 - Require **signature on delivery**
 - Be excluded from unattended delivery
 - Be shipped using specific courier services
 - Carry different shipping fees from standard delivery rates
 - N2U Squared reserves the right to restrict delivery options where required for safety, legal, or logistical reasons.
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Split Shipments

- Orders containing multiple items may be shipped in **separate consignments** depending on stock availability, courier restrictions, or product type.
 - Customers will be notified where applicable.
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Delivery Issues

- Once an order has been dispatched and collected by the courier, delivery timelines and handling are managed by the courier service.
 - If an order is delayed, damaged, or lost in transit, customers should contact N2U Squared as soon as possible.
 - N2U Squared will assist in liaising with the courier where reasonably possible but cannot guarantee resolution outcomes or timelines.
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Undeliverable or Uncollected Orders

- If an order is returned due to:
 - Incorrect address details
 - Failed delivery attempts
 - Non-collection within the specified timeframe

the customer may be responsible for **additional shipping, handling, or re-delivery costs.**

Risk and Responsibility

- Risk of loss or damage passes to the customer once the order has been delivered to the specified address or collected in person, subject to applicable consumer protection legislation.
 - Customers are encouraged to inspect items upon delivery or collection and report any issues promptly.
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Contact Information

For any questions regarding shipping, delivery, or collection, customers can contact N2U Squared at: **admin@n2u-squared.co.za**