

Death by Coffee Shipping Policy

We are using Pudo (Pick up drop off) – The Courier Guy.

Pudo is a smart locker system designed to allow South Africans to **send and receive parcels around the country.**

Pudo stands for Pick Up, Drop Off -

How it works:

Pudo's Lockers are open 24/7, day and night, at selected locations, so you can visit them when it's convenient for you.

On your way to work or at your local shopping centre, there's a Pudo location near you.

You need to provide us with the nearest Pudo locker - <https://www.pudo.co.za/where-to-find-us.php>

You will then receive a notification with a QR code and PIN code for your package.

If you don't pick up your package within 36 hours following the notification with the PIN code, the package will be sent back to the closest Pudo Kiosk or Depot. You snooze; you lose!

Frequently asked Questions - <https://www.pudo.co.za/faq.php>

PUDO locker-to-locker delivery in South Africa typically takes 1 to 4 business days.

Here's a more detailed breakdown:

Transit Time:

PUDO aims for a fast and efficient service, with estimated delivery times of 1-4 business days across South Africa.

24/7 Access:

PUDO lockers are accessible 24 hours a day, allowing you to pick up your package at your convenience.

Privacy:

You don't need to provide your home address, as you collect from a PUDO point.

Affordability:

PUDO is generally a more affordable option compared to door-to-door shipping methods.

Order Processing & Shipping Times – Death by Coffee

- Orders are processed on **business days only** (Monday–Friday, excluding weekends and public holidays).
- We aim to dispatch all orders **within 24 hours** of payment confirmation.
- The estimated delivery times of 1-4 business days across South Africa.

Delivery Address & Contact Details

- **Double-check your shipping address (Locker to Locker) and contact details** before submitting your order—we cannot reroute packages once dispatched.

Courier Limitations

- Unfortunately, we **cannot** expedite shipments or intervene in courier delays once the package is in transit.
- For lost or undelivered parcels, we will assist in opening an investigation with the courier.

We appreciate your understanding and strive to get your coffee to you as quickly as possible!

For urgent concerns, contact us at admin@death-by-coffee.co.za.