

# DELIVERY & RETURNS

What you need to know about **MRP Sport** Delivery & Returns



## IMPORTANT INFORMATION

- No delivery to PO boxes.
- Large gym equipment orders cannot be delivered to store.
- Large gym equipment orders will be delivered separately.
- Delivery times are based on working days i.e. excluding weekends.



## DELIVERY FEES AND LEAD TIMES

- To store R15 / 5 - 7 working days.
- Door-to-door R50 / 2 - 5 working days.



## LARGE GYM EQUIPMENT DELIVERY FEES AND TIMES

Large gym equipment items are delivered separately from sporting apparel, footwear and accessories.

**Delivery will take 5-7 working days.**

Zones are calculated by distance from the regional depots.

ZONE 1	ZONE 2	ZONE 3
Major Metropole	Regional Towns	Remote
R300	R800	R2500



## LARGE GYM ITEMS are items measuring 1.8m [or bigger]



We deliver in South Africa ONLY



## RETURNS

If you are unhappy with your online purchase you may return your order either:

1. To the nearest **MRP Sport** [excluding large gym equipment]
2. Via courier [see more details]

By signing that you have received the item, it means that you are happy with it. If not, send it back straight away!



## TRACK YOUR ORDER

1. Log into your account and select the order you wish to track.
2. You will be able to see whether your order has been received by **MRP Sport**, has been shipped, has arrived or is ready for collection.
3. We will also send you e-mails and/or SMS's to advise you on the progress of your order.
4. You can also pop onto any **MRP Sport** store to get an update on where your order is or you can call our Customer Service Centre on 0800 212 535

SHOP ONLINE 24/7

**mrpsport.com**