



Shipping Policy

FOR NT TRADE USERS

Shipping Methods

NT Trade facilitates transactions between individual sellers and buyers. As such, **sellers are responsible** for arranging and managing their own shipping methods.

Available Shipping Options:

- **Courier Services:** Sellers can utilize various courier services operating in South Africa (e.g., Courier Guy, Aramex, PostNet) to deliver items directly to buyers.
- **South African Post Office (SAPO):** Sellers may opt to use SAPO for shipping, understanding that delivery times may be longer.
- **Personal Delivery/Collection:** Sellers and buyers *may* agree to personal delivery or collection, but NT Trade is not liable for arrangements made outside of the platform's official shipping channels.
- **Other:** Sellers are free to use other methods, but must be fully transparent with the buyer about the shipment.

NT Trade does not provide its own shipping services.

Delivery Timeframes

Delivery timeframes **vary depending on the shipping method chosen by the seller** and the buyer's location. NT Trade does not guarantee specific delivery times.

Estimated Timeframes:

- **Courier Services:** Typically 1-5 business days.
- **SAPO:** Can range from 3-15 business days, or longer, depending on the destination and service chosen.
- **Personal Delivery/Collection:** Mutually agreed upon by seller and buyer. It is the seller's responsibility to provide tracking information if using a courier service or SAPO. If no tracking is provided, the buyer and seller will have to estimate when the item arrives.

Responsibilities

Seller Responsibilities:

- **Accurate Product Description:** Providing honest and accurate descriptions of items, including dimensions and weight, to ensure appropriate shipping costs.
- **Secure Packaging:** Packaging items securely to prevent damage during transit.
- **Prompt Shipping:** Shipping the item within the agreed-upon timeframe after payment confirmation.
- **Providing Tracking Information:** Sharing tracking details with the buyer when available.
- **Communication:** Maintaining clear communication with the buyer regarding shipping updates.

Buyer Responsibilities:

- **Providing Accurate Address:** Ensuring the shipping address provided is complete and accurate.
- **Paying Shipping Fees:** Paying the agreed-upon shipping fees.
- **Communication:** Maintaining clear communication with the seller regarding shipping preferences or any delivery issues.
- **Inspection Upon Delivery:** Inspecting the package for damage upon arrival and notifying the seller and NT Trade (if necessary) immediately.
- **Collection/Acceptance:** Collecting the package in a timely manner if required.

Shipping Fees

Shipping fees are determined by the **seller** and are based on factors such as:

- Item weight and dimensions.
- Shipping distance.
- Chosen shipping method.
- Insurance (if applicable).

Shipping fees must be clearly stated in the product listing. Buyers are responsible for paying the shipping fees as part of the total purchase price. NT Trade does not regulate or standardize shipping fees; they are set solely by the seller. We encourage buyers to clarify the shipping costs with the seller before completing the transaction.

Lost or Damaged Items

NT Trade is **not responsible** for items lost or damaged during shipping. However, we provide a platform for resolving disputes between buyers and sellers.

Procedure for Lost or Damaged Items:

1. **Contact the Seller:** The buyer should first contact the seller to report the issue and attempt to resolve it directly.

2. **Contact the Shipping Provider:** The seller (or buyer, depending on arrangements) should contact the shipping provider (e.g., courier, SAPO) to file a claim for the lost or damaged item. *The seller is responsible for providing proof of postage, tracking number and insurance documentation.*
3. **NT Trade Dispute Resolution:** If the issue cannot be resolved directly, the buyer can initiate a dispute through the NT Trade platform. NT Trade will review the case and attempt to mediate a fair resolution based on available evidence (e.g., tracking information, photos of damage, communication records).
4. **Insurance:** If the seller has insured the item, the buyer may be able to claim compensation from the shipping provider. It is the seller's responsibility to pursue insurance claims, even if the buyer is the beneficiary.

Important Considerations:

- Buyers are encouraged to request insurance from the seller for valuable items.
- Buyers should document any damage with photos upon delivery.
- NT Trade's dispute resolution process is intended to facilitate fair outcomes, but NT Trade is not liable for any losses incurred during shipping.

Summary

This shipping policy outlines the framework for transactions facilitated through NT Trade. Sellers maintain complete responsibility for shipping their goods while buyers are responsible for making sure their side of the agreement is honored. NT Trade is not liable for any lost or damaged goods.