Her Voice Shop and Fulfilment Policy

Version 1 | Effective 15 September 2026

This Policy explains how Her Voice processes shop orders, confirms payment, manages stock, prepares personalised products, supplies digital resources and arranges courier delivery or collection. Physical orders are fulfilled from Kroonstad and may be couriered throughout South Africa. The product page and checkout will show the price, available options and applicable delivery charge before payment.

1. Seller and customer support

The Her Voice online shop is operated by Her Voice International (Pty) Ltd, registration number 2017/419890/07. Her Voice Group is the public umbrella brand and is not the contracting seller.

Seller	Her Voice International (Pty) Ltd
Registration number	2017/419890/07
Fulfilment and collection point	33 Brandt Street, Andrew Gouws Building, Kroonstad, 9500, South Africa
Email	info@her-voice.co.za
Telephone and WhatsApp	+27 65 752 9651
Support hours	Monday to Friday, 09:00 to 16:00, excluding South African public holidays

2. Products prices and options

Products may include books, workbooks, apparel, personalised items, digital resources, event-related products and other offerings described on the website. Each product page should state the current price, format, size, colour, style, personalisation fields, stock status and any item-specific fulfilment information that applies.

Prices are displayed in South African rand. Courier charges and any other mandatory amount will be shown before the customer completes payment. Product images are illustrative; reasonable differences in screen colour, print placement, handmade finish or production batch may occur, but the product must remain materially consistent with its description and specifications.

3. Placing an order

Before payment, the customer must check:

• the selected product, quantity, format, size, colour and style

• all names, wording, spelling and other personalisation instructions

• the email address, telephone number and physical delivery address

• whether the item is in stock, made to order, a pre-order or part of a future batch

• the total price and courier charge, or the free Kroonstad collection option

The customer is responsible for submitting complete and accurate information. Her Voice may contact the customer where an instruction is unclear, and fulfilment may pause until the required information is confirmed. A person under 18 may not independently place a paid order without the required involvement of a parent or legal guardian.

4. Order acknowledgement and acceptance

An automated acknowledgement confirms that the order was received; it does not by itself guarantee acceptance or stock. An order is accepted when payment has been confirmed and Her Voice confirms fulfilment, dispatches an in-stock product, enables a digital resource or begins producing a personalised item.

Her Voice may decline or cancel an order if payment is not authorised, an item is unavailable, a price or description contains a material error, required details are missing, fraud or misuse is reasonably suspected, or fulfilment is not reasonably possible. Her Voice will notify the customer and refund any amount due using the applicable payment process. A substitute will be supplied only with the customer's agreement.

5. Changes to order information

An error in a name, size, delivery address or other order detail should be reported within 24 hours through the customer-support channels. Her Voice will make a requested change where reasonably possible, but cannot guarantee a change after an order has been dispatched, a digital resource has been supplied or production of a personalised item has begun. Additional production or courier costs caused by a customer-requested change will be disclosed before they are charged.

6. Fulfilment categories and lead times

A business day is Monday to Friday, excluding South African public holidays. Lead times begin after payment and all necessary order details have been confirmed. Orders received outside support hours are processed from the next business day.

Order type	Approved lead time	Notes
In-stock physical products	Dispatch within 3 to 5 business days	Courier transit follows after dispatch.
Courier delivery	Normally 2 to 5 business days after dispatch	Destination, remote-area routing, peak periods and courier conditions may affect transit time.
Personalised products	Ready for dispatch or collection within 7 to 14 business days	Production starts only after payment and all specifications are confirmed.
Digital resources	Immediate access after confirmed payment or email delivery within 24 hours	The product page will explain the delivery method and any access period.
Collection orders	Ready date confirmed by Her Voice	The customer must wait for a ready-for-collection notice.

These are ordinary estimates rather than guaranteed arrival dates. If a material delay becomes known, Her Voice will contact the customer and provide an updated estimate or any remedy required by law.

7. Stock pre-orders and batch production

Products may be purchased only while stock or an authorised pre-order allocation is available. An out-of-stock item should be clearly marked and unavailable for checkout. A pre-order or batch-produced item must display its expected fulfilment date or production window before payment.

Where one order contains both in-stock and pre-order or batch-produced items, the order will normally be dispatched together when all items are ready. The customer may ask for separate delivery; Her Voice will confirm any additional courier charge before arranging it. If stock information proves incorrect, Her Voice will offer an agreed substitute, a revised fulfilment arrangement or a refund as applicable.

8. Personalised and made-to-order products

Personalised production begins only after payment and confirmation of every required name, size, colour, style or other specification. The customer should review spelling and selections carefully. Her Voice will manufacture the product according to the confirmed information.

A personalised product that is made correctly to the customer's approved specifications may be subject to different cancellation or change-of-mind rules, as set out in the Returns Refunds and Cancellations Policy and permitted by law. This does not remove a customer's rights where Her Voice supplied the wrong specification or the goods are defective, unsafe or materially inconsistent with the order.

9. Nationwide courier delivery

Her Voice delivers physical products to physical addresses throughout South Africa. International delivery is not offered at launch. The courier charge is calculated and displayed at checkout according to the delivery address, parcel and available service. Courier delivery cannot be made to an address that the selected courier does not serve.

The customer must provide an accurate street address, postal code, recipient name and working telephone number, and must ensure that an authorised person is available to receive the parcel. The courier may contact the recipient to complete delivery. If redelivery or rerouting is required because customer-supplied information was incorrect or no authorised recipient was available, a reasonable additional charge may apply after it is disclosed. No additional charge applies where the failed delivery resulted from Her Voice's or the courier's error.

10. Delivery responsibility and acceptance

Her Voice remains responsible for the goods until they are delivered to and accepted by the customer or an authorised recipient at the agreed address. A courier tracking update is evidence of progress but does not remove any right the customer has under applicable law. The customer should inspect the parcel as soon as reasonably possible after delivery.

11. Delayed lost damaged or incorrect deliveries

A customer should report a parcel that is materially late, missing, visibly damaged, incomplete or incorrect as soon as possible, preferably within 48 hours of becoming aware of the problem. A later report will not remove a statutory right, but prompt notice helps Her Voice preserve evidence and raise a courier claim. The customer may be asked for the order number, photographs, packaging, delivery information and a description of the problem.

Her Voice will investigate with the courier or fulfilment team and will repair, replace, complete, re-deliver or refund the order where required by the circumstances and applicable law. The customer should not return goods or discard damaged packaging until Her Voice provides reasonable instructions, unless keeping the item would be unsafe.

12. Free collection in Kroonstad

Collection is free from 33 Brandt Street, Andrew Gouws Building, Kroonstad, 9500. It is available by prior arrangement only, Monday to Friday from 09:00 to 16:00, excluding South African public holidays. The customer must wait until Her Voice confirms that the order is ready.

The customer or authorised collector must provide the order number and reasonable proof of identity or authority. Orders should be collected within 10 business days after the ready-for-collection notice. If an order remains uncollected, Her Voice will contact the customer to arrange collection or paid courier delivery. Personalised and paid goods will not be discarded merely because the initial collection period has passed; any further step will be handled reasonably and in accordance with the order terms and applicable law.

13. Digital resources

A digital resource will be supplied by the method stated on its product page, normally through an immediate download or an email link within 24 hours after confirmed payment. The customer must provide a working email address and should check spam or junk folders before requesting support. Her Voice will provide reasonable assistance where an authorised customer cannot access the resource because of a technical delivery failure.

Unless a resource states otherwise, purchase provides a limited, personal, non-transferable right to use it. It may not be resold, uploaded publicly, shared commercially, altered to remove ownership notices or presented as another person's work. Access and cancellation rules for digital products are addressed further in the Returns Refunds and Cancellations Policy.

14. Customer support and response time

Order enquiries may be sent to info@her-voice.co.za or +27 65 752 9651 by call or WhatsApp during support hours. Her Voice aims to respond within two business days. The customer should include the order number, purchaser name, contact details and a concise description of the assistance required. Website, email and WhatsApp channels are not monitored continuously outside support hours.

15. Returns refunds cancellations and paid activities

Returns, refunds, order cancellations, event bookings and programme payments are governed by the Her Voice Returns Refunds and Cancellations Policy, any specific terms disclosed before payment, and applicable South African law. Nothing in this Policy limits a consumer right or remedy that cannot lawfully be excluded.

16. Privacy

Order, payment-confirmation, delivery, collection and customer-support information is processed in accordance with the Her Voice Privacy and POPIA Policy. Relevant information may be shared with payment, courier and technology providers only as reasonably necessary to complete the transaction, provide support, prevent fraud or comply with law.

17. Changes to this Policy

Her Voice may update this Policy when products, fulfilment arrangements, technology or legal requirements change. The current version and effective date will be published on the website. A material change will not be applied retrospectively where doing so would unlawfully reduce an accrued consumer or contractual right.

18. Legal framework

This Policy is governed by South African law and should be read with the Her Voice Website Terms of Use and Participation, Privacy and POPIA Policy, and Returns Refunds and Cancellations Policy. Applicable legislation includes the Consumer Protection Act 68 of 2008 and the Electronic Communications and Transactions Act 25 of 2002.