



Shipping Policy:

1. **Delivery Zones:** Kings Craft Brewing Co. currently ships within South Africa only.
2. **Shipping Times:** Orders are typically processed and shipped within 1-2 business days of payment confirmation. Delivery times may vary depending on the destination. Estimated delivery times will be provided during the checkout process.
3. **Shipping Providers:** We primarily use reputable courier services for shipping our products. Once your order has been dispatched, you will receive an email. Thereafter, the courier service will be in touch regarding your delivery.
4. **Shipping Fees:** We use a flat fee for delivery, which is based on location, as well as size.
5. **Delivery Address:** Please ensure that the delivery address provided during checkout is accurate and complete. Kings Craft Brewing Co. will not be responsible for any delays or non-delivery due to incorrect or incomplete addresses.
6. **Delivery Confirmation:** Upon delivery, please inspect the package for any damages or discrepancies. If there are any issues, please contact us immediately at info@kingscraft.co.za or +27 61 481 9699.
7. **Order Tracking:** Customers can track their orders by logging into their Kings Craft Brewing Co. account, by going to the Status Tab.

Returns Policy:

1. Eligibility: Kings Craft Brewing Co. accepts returns within 7 days of delivery. To be eligible for a return, the item must be unused, in its original packaging, and in the same condition as received.

2. Return Process: To initiate a return, please contact our customer service team at info@kingscraft.co.za or +27 61 481 9699. to request a return authorization. Once approved, you will be provided with instructions on how to return the item.

3. Return Shipping: Customers are responsible for the cost of return shipping unless the return is due to a mistake on our part or a defective product. We recommend using a trackable shipping service and purchasing shipping insurance for returns.

4. Refunds: Refunds will be issued to the original payment method within 7-10 business days of receiving the returned item. Please note that shipping fees are non-refundable unless the return is due to a mistake on our part or a defective product.

5. Exchanges: Unfortunately, we do not offer exchanges at this time. If you would like to exchange an item, please follow the return process outlined above and place a new order for the desired item.

6. Damaged or Defective Items: If you receive a damaged or defective item, please contact us immediately at info@kingscraftbeer.co.za to arrange for a replacement or refund.