

Delivery Policy – IAA Distribution (Pty) Ltd

Last updated June 2025

Proof of Delivery

A signed delivery note, waybill, or invoice (copy or original) from you or courier will serve as confirmation that your order was successfully delivered in the correct quantity and quality.

Orders and Changes

All orders are subject to our terms and conditions.

We accept all online orders and changes to orders via email, but we may delay delivery until written confirmation and payment is received.

Split Deliveries

We may deliver your order in parts or on different dates if needed. Each delivery will be invoiced separately.

Risk and Insurance

Once your order is signed for on delivery, all risk passes to you or your authorized representative.

Insurance on order will be for the customer's account. Please ensure your goods are insured until full payment has been made.

Third-Party Couriers

IAA Distribution may use trusted third-party couriers to deliver your order.

Delivery Times

Delivery times provided are estimates and not guaranteed.

While we always do our best to deliver on time, delays may occur due to stock shortages, public holidays, or unforeseen circumstances. IAA Distribution cannot be held liable for losses or damages caused by delays.

Payment and Scheduling

Orders will only be processed and scheduled for delivery once payment has cleared in our account.

Deliveries are arranged according to our weekly delivery schedule.

Important Notes

- Stock shortages may cause part deliveries or delays.
- Public holidays and special events may temporarily affect delivery schedules.

Collections from IAA Distribution

- No collections from IAA Distribution are possible until further notice.

Deliveries by Courier

- Unless otherwise requested, orders are sent using the most cost-effective delivery option.
- Extra courier fees (such as fuel surcharges or outlying area fees) will be for the customer's account. Additional charges are expected for deliveries outside of the Gauteng area
- Delivery fees are shown during checkout and added to your invoice at the standard rate of R35 per delivery within the Gauteng area.
- Delivery times are estimates and not guaranteed exact dates.