

SWEETALK SHIPPING & DELIVERY POLICY

Last updated: 18 September 2026

Sweet Design Chocolate (Pty) Ltd trading as Sweetalk ("Sweetalk", "we", "us" or "our") delivers chocolate products throughout South Africa.

Because chocolate is temperature-sensitive, we take care when preparing and packaging orders for delivery.

1. Delivery Areas

Sweetalk delivers to most major cities and areas throughout South Africa using third-party courier services.

Delivery to certain remote or outlying areas may take longer or may require an additional delivery charge.

If we are unable to deliver to your location using our standard courier service, we will contact you to discuss the available options.

2. Standard Delivery Charges

Our standard courier charges are currently:

- Gauteng: R150 excluding VAT
- Outside Gauteng: R200 excluding VAT

VAT will be added where applicable.

These rates may change from time to time and may not apply to unusually large, heavy, urgent or special-delivery orders.

The applicable delivery charge will be displayed during checkout or confirmed on your quotation or invoice.

3. Order Processing and Production Time

Please note that production lead time and courier delivery time are separate.

For standard products that are in stock, orders will be prepared for dispatch as soon as reasonably possible after payment has been received.

Personalised, branded, embossed, private-label and custom-manufactured chocolate products require production time.

The applicable production lead time will be communicated on the product page, quotation, order confirmation or directly by our team.

Production lead time begins once Sweetalk has received all required:

- Payment or deposit;
- Artwork and branding information;
- Final artwork approval; and
- Other information required to complete the order.

Delays in receiving payment, artwork or approval may delay the dispatch date.

4. Courier Delivery Times

Once an order has been completed and dispatched, courier delivery times depend on the destination and courier service.

Delivery times provided by Sweetalk or the courier are estimates unless expressly confirmed otherwise.

Courier delays may occur due to circumstances outside Sweetalk's reasonable control.

If your order is required for a specific event or date, please inform us before placing your order so that we can confirm whether the required timeline is achievable.

5. Urgent Orders

Urgent orders may be accommodated depending on our production capacity, stock availability and courier availability.

Additional charges may apply to urgent production or express delivery.

Please contact Sweetalk before placing an urgent order so that we can confirm availability.

6. Delivery Address

Customers are responsible for providing a complete and accurate delivery address, including:

- Recipient or company name;
- Street address;
- Building, unit or office number where applicable;
- Suburb;
- City;
- Postal code; and
- Correct contact telephone number.

Sweetalk will not be responsible for delays caused by incorrect or incomplete delivery information supplied by the customer.

Additional courier charges resulting from an incorrect address, failed delivery or re-delivery may be charged to the customer where appropriate.

7. Someone Must Be Available to Receive the Order

Please ensure that someone is available at the delivery address to receive the order during normal courier delivery hours.

Where possible, we recommend using a business or other address where someone will be available to accept the delivery.

8. Shipping Chocolate and Temperature

Chocolate is a temperature-sensitive food product.

Sweetalk takes reasonable care when packaging chocolate for transport. However, once an order is in transit, environmental conditions such as extreme heat may be outside our control.

We recommend that customers:

- Arrange for someone to receive the parcel promptly;
- Do not leave delivered chocolate outside or in direct sunlight;

- Do not leave chocolate inside a hot vehicle; and
- Store the chocolate in a cool, dry place at room temperature immediately after receiving it.

9. Delays Caused by Weather or Extreme Heat

During periods of unusually high temperatures or severe weather, Sweettalk may recommend delaying dispatch where we reasonably believe that doing so will help protect the quality of the chocolate.

Where practical, we will communicate significant dispatch delays with the customer.

10. Tracking Your Order

Where tracking information is available, it may be provided once your order has been dispatched.

Please allow time for the courier's tracking system to update after collection.

11. Damaged Orders

Customers are required to inspect their order as soon as reasonably possible after delivery.

Any visible damage that occurred during delivery must be reported to Sweettalk within 48 hours of receiving the order.

Please provide:

- Your order or invoice number;
- Photographs of the outer courier packaging;
- Photographs of the damaged product; and
- A brief description of the problem.

Please keep the original packaging and damaged products until Sweettalk has assessed the matter.

Claims reported after this period may be more difficult to verify, particularly where the condition of the products may have been affected by storage, handling or temperature after delivery.

This notification period does not limit any rights the customer may have under applicable South African consumer law.

12. Missing or Incorrect Products

Customers must check the quantity and products received immediately upon delivery or collection.

Any missing items, incorrect products or quantity shortages must be reported to Sweettalk within 48 hours of delivery or collection.

Please provide your order or invoice number, details of the missing or incorrect items and photographs of the products and packaging where applicable.

Sweettalk will compare the claim against our production, packing and dispatch records and assist in resolving any verified discrepancy.

Claims submitted significantly later may be difficult to verify once the goods have been unpacked, distributed, consumed or otherwise handled.

Nothing in this policy limits any statutory rights available to a customer under applicable South African law.

13. Collection from Sweetalk

Collection may be available by prior arrangement.

Customers will be notified when their order is ready for collection.

Please do not arrive to collect a personalised or custom order until Sweetalk has confirmed that the order is ready.

Once an order has been collected, the customer is responsible for transporting and storing the chocolate under suitable temperature conditions.

14. Customer-Arranged Couriers

Where a customer chooses to arrange their own courier or transport provider, responsibility for the transportation of the goods passes to the customer once the goods have been collected from Sweetalk, subject to applicable law.

Customers should ensure that their chosen courier is suitable for transporting temperature-sensitive chocolate products.

15. Large Corporate, Wholesale and Pallet Orders

Large corporate, wholesale, reseller, retailer or palletised orders may require a customised freight quotation.

Standard website courier rates may not apply to these orders.

Sweetalk will advise the customer of the applicable delivery arrangements and charges before dispatch.

16. International Shipping

International shipping is not included in our standard South African delivery rates.

International orders are considered individually and may be subject to separate freight charges, customs requirements, import duties, taxes and documentation.

Please contact Sweetalk for assistance with an international order.

17. Delivery Delays Outside Our Control

Sweetalk cannot guarantee that third-party couriers will always deliver on a particular date or at a particular time.

Delivery may be affected by traffic, courier network delays, weather, strikes, public holidays, load disruptions, inaccessible delivery locations or other circumstances outside our reasonable control.

Sweetalk will take reasonable steps to assist customers where a delivery problem occurs.

18. Contact Us

For questions regarding shipping, collection or the delivery of your order, please contact:

Sweet Design Chocolate (Pty) Ltd T/A Sweetalk
Johannesburg, Gauteng, South Africa
Telephone: 010 056 8302
Website: www.sweetalk.co.za

Please include your order or invoice number when contacting us regarding an existing delivery.