

Shipping Policy

Website policy draft · 23 September 2026

IMPORTANT — BUSINESS DETAILS STILL NEEDED: The supplied client brief does not specify courier, shipping prices, processing times, delivery timeframes, or collection arrangements. These items are deliberately marked for confirmation rather than being invented.

1. About This Policy

This Shipping Policy explains how Bianca's Emporium intends to handle delivery and collection of orders placed through the website.

Bianca's Emporium sells pre-loved clothing and toys and aims to provide an affordable and straightforward shopping experience.

2. Delivery Areas

The business brief identifies the Western Cape and Northern Cape as the main customer areas. **Delivery coverage beyond these areas must be confirmed before publication.**

3. Shipping Methods & Costs

TO BE CONFIRMED: Insert the courier or delivery service used, the available shipping methods, and the applicable shipping fees.

TO BE CONFIRMED: State whether shipping is a flat fee, calculated at checkout, based on parcel size/weight, or dependent on destination.

4. Processing Times

TO BE CONFIRMED: Insert the normal time required to prepare an order before dispatch.

Customers should receive appropriate order or dispatch communication using the contact details supplied at checkout.

5. Delivery Times

TO BE CONFIRMED: Insert estimated delivery times for the areas served.

Delivery estimates may be affected by courier delays, public holidays, weather, remote-area delivery requirements, or circumstances outside Bianca's Emporium's control.

6. Collection

TO BE CONFIRMED: If local collection is offered, add the collection address, collection hours, and the process customers must follow before collecting an order.

7. Incorrect or Damaged Deliveries

Customers should contact Bianca's Emporium as soon as reasonably possible if an order arrives damaged, incomplete, or different from what was ordered.

The business will assess the issue and provide the applicable remedy in accordance with the customer's statutory rights and the store's Returns/Refunds Policy.

8. Contact

For shipping questions, customers can contact Bianca's Emporium by phone on 061 929 9094 or by email at 2026.biancas@gmail.com.

Business details used in this draft: Bianca's Emporium · 3 Lavender Road, Worcester West, Worcester, Western Cape, 6850 · 061 929 9094 · 2026.biancas@gmail.com

Draft prepared for website implementation. This document is not a substitute for legal advice and should be reviewed and completed by the business before publication.