

FAQ Frequently Asked Questions

Answered!

What is a Main Centre?

A main centre is any Town or City in South Africa that is serviced via a daily flight schedule. In order for this to be possible the area must be within the delivery range of a recognised Airport. These Airport hubs are as follows: Johannesburg, Durban, East London, Port Elizabeth, George, Cape Town and Bloemfontein.

What is a regional area?

A regional area is any Town or City in South Africa that is not catered for via a daily flight schedule. In order for this to be possible the area must be within the delivery range of a recognised Airport. All regional areas will experience a delay in the delivery time, as most of these areas are not serviced daily.

What cannot be sent?

As your shipment will move by air, certain items are not allowed to be shipped. These are Explosives, Flammable Solids (matches, certain batteries), Radioactive Materials, Flammable Gas (gas cylinders, lighter fuel, aerosols), Oxidising Substances (chlorine, peroxide), Corrosives (instruments containing mercury, acids), Flammable Liquids (paint, petrol, thinners), Poisons (pesticides). For security reasons we do not recommend sending gold or silver bullion, coins, cyanides, precipitates or any form of gold or silver ore, platinum and other metals, precious and semi-precious stones including commercial carbons or industrial diamonds, jewellery, currency (paper or coin) of any nationality, securities, stocks, bonds, un-cancelled postage or revenue stamps, blank or endorsed bank cashier's cheques, money orders or travellers cheques, livestock or plants, arms and ammunition.

How do I know if my goods are packaged adequately for the TCG service?

Use new cartons for parcel dispatches as second hand cartons become weaker the more times they are handled; we recommend triple corrugation for packages and remember to provide internal protection. Every care is taken to ensure your parcels are handled correctly, however standard transit knocks do occur on the back of moving vehicles and on the conveyer belt system, therefore internal protection and a strong box is mandatory in order

to be covered for damage on our services. We strongly suggest polystyrene protection for heavier items.

Are my goods insured when I use the TCG service?

The Courier Guy does not provide insurance on any shipments. For insurance please contact your current insurer for more information on in transit insurance for your shipment.

Why can I not send my parcel to a P.O. Box address?

The Courier Guy is an express courier service, therefore your parcel will be delivered to door, and will require a signature from the receiver.

When will my parcel be delivered?

If your collection is by 13:00 on a working day Monday to Friday, unless specified otherwise, as an overnight it will be delivered by 11:00am the following business day to all main centres. As an economy service it could take 2-3 working days to major centres. Please add 1-2 days onto the standard main centre transit times for regional areas.

Can I track my shipment?

Yes. Your waybill number (indicated below barcode) on your waybill is your reference for tracking purposes. Visit The Courier Guy website at www.thecourierguy.co.za and enter your waybill number in the tracking field provided on the home page. Online tracking of your parcel is available shortly after your shipment has been collected. If you do not have internet access, you can call **0861 203 203** to track your shipment. A contact centre representative will then give you a verbal status update on your shipment.

When do surcharges on top of the normal rate apply

When there is a remote area that requires a dedicated special trip to deliver the consignment then additional charges may be levied.

Examples of special surcharges include:

Deadline deliveries, Saturday, public holidays, after hours; Mines, Power Stations, Plots/Farms, Military bases, Game Lodges, Ports/Harbours, Embassie/Consulates & remote areas.

What are normal business hours?

Our normal business hours are **Monday – Friday** (excluding Public Holidays) from **08:00 to 17:00**.



Share call: 0861 203 203
www.thecourierguy.co.za

WE WOULD LOVE TO HANDLE YOUR PACKAGE