

Shipping Policy

Thank you for visiting and shopping at Jock & Gymwear (Pty) Ltd.

Domestic Shipping Policy

Shipment processing time

All orders are processed within 2–3 business days of receipt. Orders are not processed or shipped from Friday, 12 pm EST through Sunday, or holidays.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. If your shipment experiences a significant delay, we will contact you via email or phone.

Shipping rates and delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Shipment to P.O. Boxes

Jock & Gymwear (Pty) Ltd does not ship to P.O Boxes.

Shipment Confirmation and Order Tracking

You will receive a Shipment Confirmation email with your tracking number once your order has shipped. The tracking number will be active within 24 hours.

Damages

Jock and Gymwear (Pty) Ltd is not liable for any products damaged or lost during shipping. If you received your order damaged, please file a claim with the shipment carrier. Save all packaging materials and damaged goods before filing a claim.

International Shipping Policy

We currently do not ship outside the Republic of South Africa.

Incorrect Shipping Addresses and Refused Delivery

Jock and Gymwear (Pty) Ltd will not be held responsible if the customer provides the wrong shipping address and we cannot recover the package.

Missing or Stolen Shipments

If you didn't receive your order, but the shipping carrier has reported that it was delivered, please let us know as soon as possible: