

Shipping and Returns Policy

Our delivery service is outsourced to our various courier partners. We will provide you with a tracking number once your order is shipped. You can use the tracking number to monitor your order through their online portals.

Shipping Costs

Orders less than R500.00: shipping charged at R60.00 to all major centres in South Africa

Orders R500.00 and above: Free shipping to all major centres in South Africa

Delivery Times and Addresses

Orders are delivered Monday – Friday between 08h00 and 17h30 (this excludes public holidays).

Unfortunately, our courier partners cannot guarantee a specific delivery time, but it will be within normal working hours.

Orders are dispatched within two working days of receipt of payment, however, should there be any delays, we will keep you updated. Please note that this does not apply to items that are made to order or items ordered through the custom section.

Orders are generally delivered within 3 – 5 working days. Some outlying areas may take longer depending on the courier's routes. If there are delays in shipping after the parcel has been collected by the courier company, we will assist you in dealing with the respective courier company where we can.

Please note, the courier requires a FULL physical street address and a telephone or cell phone number for deliveries. Please contact us in advance if you reside in an outlying area and are unsure if the courier will be able to locate you.

Please mail us at sales@petcreations.co.za for any special requests and we will try our best to accommodate where possible.

Stock Shortages

From time to time, there may be certain items that are out of stock, but this will be updated on the website in real-time.

Should the item you require be marked as “out of stock” or “made to order” on the website, please contact us at sales@petcreations.co.za so that we may process your request.

Refund policy

Incorrectly shipped or damaged goods must be reported to sales@petcreations.co.za within 7 days from the date of delivery and we will ship a replacement or repair the item or issue a refund.

If your order has been delivered in a damaged condition, please take photos of the original packaging, including the box in which the item was delivered, and email it to us at sales@petcreations.co.za .

If an incorrectly shipped product needs to be returned to us, we will arrange a courier to collect it from an address convenient to you.

Should you wish to return a correctly shipped item, a handling fee will be deducted from the refund to cover the costs of handling and couriers.