

Shipments and returns:

Our shipping terms are contingent on the time frames below for all orders placed on week days before 12h00

Delivery

By placing an order on our platform you accept that in order for us to prove delivery of an order or part of an order, we do not have to prove that you personally received the goods, but that any person at the delivery address specified on your order signed for and accepted the delivery.

In the case of depot collections, we need to prove that somebody, not necessarily you, collected the delivery from the depot and signed for the goods.

Please note that all orders placed after 14H00 will only be processed the following business day, and subsequent updates will only take place on the next working business day.

Broken or damaged products

If a product is broken or damaged when you unpack the order, you must notify us within 24 hours of receiving it. Our team will request additional information and photographs of the damaged product.

Our team on receipt of your information will make arrangements for the damaged product to be returned to us, and/or get a replacement to you.

Alternatively, at our discretion, we may elect to refund you in full for the damaged product.

Voluntary returns

Almost all of the products sold via IFSW Online Store may be returned for credit if you change your mind. Any voluntary return request must be made within 96 hours of your delivery receipt.

Voluntary returns are subject to certain fees that will be deducted from the credit; a) return logistics fees, b) administrations charges and c) relevant bank fees for the method of refund e.g credit card fees.

Products that we can not accept for return are Coffee Beans, ground, filter, coffee capsules, instant powders, and bakery ingredients that have been opened and used.

Please take note that you will be given the opportunity to review the order during the check out process.

For returnable products, we will accept returns for up to 96 hours from the time that you received the product or notify you that it is ready for collection.

Products must be unused, unopened in its original packaging as you received it from us.

When you return a product to us, we will credit your account with the amount that we charged you for that product less the stated deductions herein above.

It is your responsibility to return the product to us in its original undamaged condition.

Kindly return to Innovation Foodservice Worx (Pty) Ltd, 1st floor, 64/66 Eloff Street Extension, JHB 2001 and mark the parcel for attention IFSW Web-Store.

Products shipped in error

When the IFSW delivery arrives please take the time to verify that you are receiving the correct delivery from us. Someone else in the building may have also ordered something special like you.

If you did on the rare occasion receive the wrong product in other words the product is different to the one you ordered, you must contact us and advise the IFSW Store team on the day of receiving the order that something is not right, and you have the wrong item.

We will arrange within reasonable time for the incorrect the product to be returned to us and to get the correct product to you.

We all love surprises but Please DO NOT open and use, or remove from its original packaging any of the items you received in error, before returning them.