

## **Our standard delivery times are as follows:**

Monday to Friday: 08H30 – 16H00

The Chocolate Tier has a same day Chocolate gift delivery service. If your order is placed before 10h00 South African time, we will deliver your gift within Johannesburg or Pretoria by 17H00 on that day. Alternatively, you are welcome to choose any future date for delivery.

We offer a next day gift delivery service. If you place any your order after 10H00 South African time, we will deliver it the very next day before 13H00. Nationwide. Please note that some remote areas may need an extra day or two for delivery.

We cannot guarantee a specific delivery time on the day, although if you have requested a specific delivery time we will make every effort to adhere to it.

To ensure that delivery takes place as you have requested, please ensure that the address you have provided is as complete as possible and that a contact number has been provided for the intended recipient.

Certain delivery destinations need more detail.

### **Delivery to a Business**

- Name of the recipient
- Telephone extension number (if available)
  - Office No/Department
  - Floor No/Division
- Company/Building Name

### **Delivery to a hospital**

- Name of the patient
- Patient's Ward/Room number

(Please check to see whether the patient is likely to be discharged before scheduling the delivery)

## How to place your order in The Chocolate Tier shop.

### Step 1: Find the Gift

Browse The Chocolate Tier site for the perfect gift.

Select 'Add to cart'.

If you have not finished your selections, go back into the shopping store and add more items to your cart.

In the top right-hand corner of your screen, press on the "view cart" tab to see your gift selection, if you have a coupon, add the details to the "coupon" tab. When you are happy with your order press "place order" on the bottom right hand side of the screen.

### Step 2: Billing details

Fill in the billing details and all required information to help us get your invoice through to you.

### Step 3: Delivery Information

Fill in the Recipient details and all required information to help us get your gift delivered as soon as possible.

### Step 4: Message card

Fill out the message card so we can personalise your gift.

### Step 4: Payment Methods

Redeem a voucher if you have not activated one yet. (if not, you may skip this step).

Enter your Credit Card details and then click on 'Pay Now' to confirm your order!

All gifts paid for via eft will only be dispatched once funds have been cleared into The Chocolate Tier account. This may take between two and three Bank working days.