

Delivery Policy

Grand Diamonds is a licensed importer and exporter of fine diamonds and diamond jewellery. We offer our clients the service of secure national and international delivery.

- ETA (Estimated Time of Arrival)

NATIONAL DELIVERY:

48 hours for all deliveries within South Africa

INTERNATIONAL DELIVERY:

3-4 working days without any delays in customs

Parcels are delivered within these time frames and if for any reason there is a delay, you will be notified by your sales representative immediately.

DELIVERY RATES:

All shipping/delivery is done via RAM couriers or FED EX. Each and every parcel will be delivered with the "safe hands service" with insurance as an optional extra. The cost of shipping/delivery will be a minimum fee of R350.00. Insurance cost of any goods will be charged at a rate a 3% on the total value of the item. Grand Diamonds will not be held liable for any loss or damage on goods/parcels that are uninsured during the shipping/delivery process.

TRACKING PARCEL:

Once your parcel has been despatched from our head office, the customer will be notified via email of his/her waybill number for tracking purposes. This number will allow you to track /locate your parcel in transit until it reaches your chosen destination.

ALL RISK INSURANCE: (NATIONAL)

In the unlikely event of lost, stolen or damaged goods the cost of such will be covered by the Courier Company and subject to their terms & conditions.

ALL RISK INSURANCE: (INTERNATIONAL)

In the unlikely event of lost, stolen or damaged goods, the cost of such will be covered by our independent insurance company and subject to their terms & conditions.

Grand Diamonds will not be held liable for any loss or damage on goods/parcels that are uninsured during shipping/delivery process.

INTERNATIONAL DELIVERY:

Grand Diamonds does not include custom duties in its order price. You may be required to pay duties on your parcel upon arrival in your country. Please contact your local authorities/customs to confirm rates/taxes.

COLLECTIONS:

Customers have the option of a personal collection at our office in Cape Town city central. Customers are required to bring along proof of identification, invoice and proof of payment upon collection.

Address: Showroom 6A, Foyer B, Sovereign Quay, 34 Summerset Rd, Green Point, Cape Town, 8001