

## FAQ - Fertility Products

### Frequently Asked Questions about Online Shopping

Please note that all prices are in Rands(ZAR). Online ordering is only available in South Africa.

#### Returns

##### How do I return my purchase?

Please note that returns can only be made within 14 days of the order being delivered. You can only return a purchase if you provide evidence that there is a defect with the product(s) itself. You can email images along with your query to [info@fertilitysolutions.co.za](mailto:info@fertilitysolutions.co.za) and our Customer team will get in touch with you as soon as possible.

##### Which products can be returned?

Any item(s) purchased on our website are eligible for return, provided they are defective upon receipt and in original packaging. We may not be able to accept returns of:

- Special orders
- Non-stock products

#### Technical

##### Who do I contact when I need personal assistance with my order, or if I am experiencing issues placing an order?

You are welcome to contact our delightful customer team by emailing us at [info@fertilitysolutions.co.za](mailto:info@fertilitysolutions.co.za) or call us on 078 532 6464. Our customer team strives to make your experience fantastic.

#### Delivery

##### How much will shipping/delivery cost?

Shipping costs vary depending on quantity and distance. You can expect to pay between R99-R130.

##### Can I change my delivery address?

Your delivery information is sent to our shipping provider immediately after your payment is processed, so it's difficult to change this after your order has been placed. Please enter your address details carefully!

If you do need to change your shipping address, please contact us as soon as possible.

#### Orders

##### Do you offer volume discounts?

Sorry, we do not offer bulk discounts.

**I want to place an order. How do I do this?**

Just follow the order prompts

- Select your items and add them to your cart
- Once you have everything you want, click the Proceed to Checkout button
- Fill out the requested details and click the Checkout button
- You will then be taken to an order confirmation page which will give you your order number and delivery timelines
- Super-easy and convenient, just the way we like it