

Shipping Policy Allbro

To see how long your order will take to be processed before shipping, have a look at our [FAQ page](#). If you're looking for instructions on opening an account, click [here](#). If you would like to see how to use our online ordering system, click [here](#).

Shipping Options

****All domestic orders over R3500 are delivered for free****

Collection

We have a dedicated collection counter at Allbro, where staff are on hand to assist with loading your order onto your vehicle. The collection counter is open from 07:00 to 16:30 Monday to Thursday, and 07:00 to 14:00 on Fridays. We are closed on the weekends and on public holidays.

All orders are packed and ready when you receive your invoice. Use your invoice number when you arrive at the collection counter to find your order. COD customers can pay on collection at the counter. Alternatively, you can EFT the payment once you receive the invoice. All EFT payments must reflect in the Allbro account before the order will be released.

Watch [this video](#) to see how you can choose your delivery when ordering online.

Local Delivery

For deliveries located in the main delivery areas of Johannesburg, a driver from our depot will deliver to you. Deliveries are carried out between 8am and 16:00 Monday to Thursday, and from 08:00 to 12:00 on Fridays. Orders based in Pretoria are delivered on Tuesdays and Thursdays each week. If an order for Pretoria is placed on a Tuesday or a Thursday, it will be released for delivery on the next delivery day (once payment has been received). *The delivery recipient is responsible for offloading the delivery. Our driver will not be assisting with offloading, nor will they be providing tools to offload, e.g.: forklifts. Allbro does not take responsibility for any damages incurred in the offloading process.*

Domestic Delivery: Main Areas

You will know your order is ready for shipping once you receive your invoice. A flat rate of R170,00 is charged for domestic courier to main delivery areas. Deliveries are conducted between 08:00 and 17:00 Monday to Friday. No deliveries are carried out at the weekend or on public holidays.

Our courier service delivers to Gauteng, Durban, and Cape Town within 48 to 72 hours of the order being ready. Deliveries to main areas in other parts of South Africa will take 3 to 5 working days.

For COD customers, deliveries will be released once payment has cleared in our account. To track your delivery, please call our internal sales team on (011) 894 8341. *The delivery recipient is responsible for offloading the delivery. Our courier will not be assisting with offloading. Allbro does not take responsibility for any damages incurred in the offloading process.*

Domestic Delivery: Outlying Areas

Customers who would like delivery to outlying areas in South Africa will be charged a flat rate beginning at R300. Extra costs may be incurred if the delivery address is located outside of the main city/town, e.g.: on a plot. *The delivery recipient is responsible for offloading the delivery. Our courier will not be assisting with offloading. Allbro does not take responsibility for any damages incurred in the offloading process.*

Customers are welcome to organise their own delivery service to outlying areas if our courier is not able to deliver to the provided address at the R300,00 flat rate.

International Delivery

International orders are charged Ex Works: international customers must arrange their own delivery. This includes customers in Lesotho, Eswatini, and neighbouring African countries.

Exceptions can be made: please contact your sales representative to find out.

Shipping FAQ

1. How do I know my order is ready?

Your order is packed and ready for shipping or collection once you receive the invoice. For COD customers, payment must clear in the Allbro account before your order is released.

2. How do I track my order?

To track your order, please contact our internal sales department on (011) 894-8341 or email them at sales@allbro.com. They will be able to provide you with an update and a waybill number.

3. What do I do if my order is wrong?

If your order is incorrect, it can be returned or exchanged. Please see [this page](#) to read our returns policy.

If you require further support, please contact our internal sales department on (011) 894-8341 or email them at sales@allbro.com