



DELIVERY CONFORMANCE GUIDELINE MANUAL

@homelivingspace[®]
THE HOMEWARE STORE

LOCAL SUPPLIERS

This Delivery Guideline Manual replaces all previous Delivery Guideline Manuals published prior to January 2020.



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1. INTRODUCTION

In order to achieve the speed to market and operational efficiencies, TFG relies on the co-operation of our suppliers to deliver their merchandise into our distribution centres according to TFG standards and procedures.

Upon accepting a purchase order, all suppliers agree to deliver according to TFG regulations detailed in the manual. This manual will detail TFG delivery guidelines and assist in the execution of perfect deliveries into TFG Distribution Centres (DCs); therefore, it is the suppliers' responsibility to ensure all information is reviewed thoroughly and that all delivery requirements adhered to for each and every TFG purchase order.

Delivery Conformance is the measurement of a suppliers' performance based on the delivery of their stock into the DC according to the following TFG requirements:

- **Order Bookings (not applicable to International Suppliers)**
- **Carton Information**
- **Carton Specification**
- **Carton Packing**
- **Invoice & ASN Accuracy**
- **Ticketing**
- **Product Quality**

If any of the above requirements are not met, suppliers will be marked for non-conformance and also attract monetary penalties to recover costs incurred by DCs.

Delivery conformance reports are published on a weekly basis detailing performance for orders delivered into TFG DCs. There is also a consolidated delivery conformance report at the end of each month detailing performance on orders delivered for that particular month. The monthly delivery conformance score obtained feeds into the supplier's scorecard and contributes 20% towards supplier's final score.

NB: It is very important that suppliers notify TFG of any changes in contact details by emailing DeliveryConformance@tfg.co.za to ensure reports are published to correct details.

This particular manual is only relevant to local suppliers for the following trading divisions: **@homelivingspace**



A **local supplier** is defined as those suppliers who deliver directly into the relevant TFG DC.

International suppliers are those suppliers who deliver to the TFG's nominated freight forwarder.

Ideally, this manual is to be used by the following people, and will therefore be the responsibility of the Managing Director to ensure a copy is distributed to each area of business:

- **Merchandise Manager**
- **Production Engineer/Technologist**
- **Quality Manager**
- **Dispatch Manager**

For further information or any clarification on any procedural matter, please contact deliveryconformance@tfg.co.za

This Delivery Guideline Manual replaces all previous Delivery Guideline Manuals.

2. CODE OF ETHICS: EXPECTATION FROM SUPPLIERS

The @home Division is committed to socially responsible sourcing practices, as we expect from our business partners. This requires that our business partners' management practices protect the rights of their employees, provide a safe and healthy work place, minimize the impact on the environment and promote the health and well being of all employees. It is the @home Division's policy to comply with the import and export control laws and regulations of all the countries the @home Division does business in.

It is also expected that the @home Division's employees shall ensure good buying practices with suppliers and shall ensure compliance by the Foschini Retail Group with any debt obligations, and in particular shall:

- Inform a supplier of any bribe or attempted bribe by the supplier's employees.
- Terminate dealing with any supplier that bribe or attempts to bribe employees.
- Ensure that no bribe is paid to or accepted from a supplier.
- Honour contracts entered into with other parties.
- Manage the @home Division in a way that does not unjustifiably increase the risk to creditors.



Since we all have a stake in the reputation of the Foschini Retail Group, maintaining our good name is a shared responsibility that also extends to our suppliers.

3. PURCHASE ORDERS

A TFG purchase order will advise the supplier of the final merchandise requirements. Please note that all purchase orders across the TFG Trading Divisions will look identical and contain key information.

Should there be any changes in the purchase order agreed with the merchandise teams, please request an updated purchase order from the relevant @home Buyer.

When reviewing a Purchase Order from TFG, please take key note of the following key details:

- TFG standard terms and conditions available at www.tfg.co.za
- Delivery window details
- Additional charges or allowances that make up the total cost of product

For any additional information or queries, please contact the relevant @home buyer or merchandise team.

An example of the new purchase order has been provided below:

FOSCHINI RETAIL GROUP (PROPRIETARY) LIMITED

(Company Registration No. 1988/007302/07)

(VAT registration No. 4210187250)

(Herein represented by @homelivingspace)

340 VOORTREKKER ROAD
PAROW EAST
CAPE TOWN. 7600
REPUBLIC OF SOUTH AFRICA
Telephone Number : (021) 937 5190
Fax : (021) 938 7555

P.O. BOX 6020
PAROW EAST
CAPE TOWN. 7501
REPUBLIC OF SOUTH AFRICA

EXAMPLE

PURCHASE ORDER DETAIL

Order Number : 858558 Version No: 2 Currency : ZAR
Buyer Name : Lize Viljoen Amendment Date : 14-Nov-2014
Order Date : 05-Nov-2014 Amendment Reason : TRD DATE CHG : OTHER

SUPPLIER DETAILS

Contour Bed & Lounge Manuf Telephone Number (21) 534 7474
8-10 Packer Avenue Fax : (21) 534 7632
Epping 2
Cape Town Settlement Terms : 05.00%
Western Cape 3rd Party Supplier : local
7480

Payment Terms : 030 DAYS FROM END OF MONTH OF RECEIPT

DELIVERY DETAIL

Acsegaal DC, Acsegaal DC, No. 11 -15 Acsegaal street, Parow Industria
Cape Town, Western Cape, 7600 Ship Date : 05-Dec-2014
TFG DC Delivery Date(s) : 01-Dec-2014 to 05-Dec-2014
Telephone Number : (021) 9288180
PIB Date : 12-Dec-2014 Packing Instructions : Refer conform manual
Comments:

SHIPPING DETAILS

Transport Method : Manufacturer's Own Freight Terms : Local

PRODUCT DETAIL

Product Number : 10020065 Total Unit Quantity : 15
Description : supa nova mattress queen xlength Unit Supplier Cost : 2,083.00 ZAR
Supplier Ref Number : supanova qn mtt Total Supplier Cost : 31,245.00 ZAR
Tariff Code : 94049090 - duvet inners, quilts & cushion inners Unit Landed Cost : 2,083.00 ZAR
Country of Origin : SOUTH AFRICA Total Landed Cost : 31,245.00 ZAR
Supplier Colour : Unit Retail : 4,799.00 ZAR
Commodity : 2201 - bedroom
Fabric : Ticket : type 12 (reg sticky no rsp)

SKU	10020065
SKU QTY	15
SKU PERC	100%
Inner Ctn Qty	1
Outer Ctn Qty	1



4. DELIVERY PROCESS

The TFG Delivery Date (s) specified on the purchase order stipulates the delivery window in which an order can be delivered to the DC by a local supplier.

Prior to despatching order for delivery to TFG, an Advance Shipping Notification (ASN) must be submitted to relevant TFG Distribution Centre. The ASN must be submitted a minimum of 48 hours prior to Delivery into DC.

An excel version of the ASN Guidelines and ASN template can be downloaded from the supplier website: <http://www.suppliers-tfglimited.co.za>

NB: An ASN can only be submitted ONCE, therefore suppliers need to ensure all details on the ASN are correct before submitting to DC.

Once an ASN has been approved, supplier can now proceed with booking each order for delivery into DC.

Supplier will need to forward all required details to the DC via email (see **DC Contact details** for Bookings) to obtain a delivery slot.

Once booking request is received and processed, DC will notify supplier of appointment number and delivery slot confirmation. Supplier will be required to produce these details when delivery is made to DC and will need to honor this arrangement to ensure an order is delivered seamlessly into the DC.

It is the supplier's responsibility to ensure all information submitted to DC is accurate as this will be used to review DC capacity. Suppliers are required to notify DC timeously if delivery slot will be missed. A valid reason will be required.

DC reserves the right to reject any other deliveries that have not been appointed upfront or missed their delivery slots.

Once orders are unloaded at our receiving area, DC will sign documents acknowledging cartons received through delivery manifest.

5. QUALITY ASSURANCE(QA)

Please refer to Quality Assurance Manual obtainable from TFG Quality team (see Contact details page)



6. TICKETING AND BARCODE LABELS

6.1 PRODUCT LABELLING

- All barcode tickets received for each order must be checked and verified in detail.
- All merchandise must be correctly ticketed before dispatch to our Distribution Centre.
- Under no circumstances may tickets be substituted on orders or SKU's.
- The barcode tickets must match the details in the Purchase order and the product that are sent to Suppliers.

6.2 BARCODE LABEL EXAMPLES AND SIZES

Please refer to Appendix A for the barcode label ordering process.

All homeware stock must have **low tack** barcode tickets and all tickets must be clearly visible after the merchandise has been packaged.

Please note: All labelling that is of “Sticker Type” is to be LOW TACK to enable it to be removed without leaving a torn paper mark on the product.

Please refer to QA manual available from @home

All **FURNITURE** barcode labels must be **HIGH TACK** as they are placed on the **outer carton only** see example below, and not the product, unless stipulated by the Buyer.



CARTON MARKINGS																			
Order SKU Unit Qty/ Ctn <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr><td style="width: 30%;">Vendor</td><td></td></tr> <tr><td>Description</td><td></td></tr> <tr><td>DC Code</td><td></td></tr> <tr><td>Carton Number</td><td></td></tr> <tr><td>Made In</td><td></td></tr> <tr><td>Carton Dimensions (L x B x H)</td><td></td></tr> <tr><td>Gross Weight</td><td></td></tr> <tr><td>Net Weight</td><td></td></tr> <tr><td>Case Pack Qty</td><td></td></tr> </table>	Vendor		Description		DC Code		Carton Number		Made In		Carton Dimensions (L x B x H)		Gross Weight		Net Weight		Case Pack Qty		Order SKU TFG Apparel Supply Company (PTY) Ltd @homelivingspace THE HOMEWARE STORE Ship To: BARCODE TO GO HERE Ship From: Vendor Address
Vendor																			
Description																			
DC Code																			
Carton Number																			
Made In																			
Carton Dimensions (L x B x H)																			
Gross Weight																			
Net Weight																			
Case Pack Qty																			

The barcode only needs to be on the 1st carton

Below are the examples of the different barcode labels for @home, across Homeware and Furniture:

RFID Barcode Label Ticket types (Homeware Only):

RFID Barcode Tickets (prices exclude VAT & delivery costs and are *subject to changes*).

RFID Ticket Code	Ticket Type description	Ticket Artwork	Dimensions	ZAR	USD	RMB
Z1	Perforated swing ticket used for various products		82 x 38mm	1.0151	0.0738	0.4894
Z5	Perforated sticker, mostly used for softs		42 x 24mm	0.8341	0.0626	0.4045
Z7	Perforated sticker, used for the majority of homeware stock		26 x 33mm	0.8073	0.0609	0.3930



Flat 2D Barcode Label Ticket types (Furniture to use type Z9F only):

Non RFID Barcode Tickets (prices exclude VAT & delivery costs and are *subject to changes*)

RFID Ticket Code	Ticket Type description	Ticket Artwork	Dimensions	ZAR	USD	RMB
Z1F	Perforated swing ticket used for various products		82 x 38mm	0.1000	0.0100	0.0700
Z5F	Perforated sticker, mostly used for softs		42 x 24mm	0.0800	0.0100	0.0500
Z7F	Perforated sticker, used for the majority of home ware stock		26 x 33mm	0.0100	0.0500	0.0800
Z9F	Non-perforated sticker, used for Furniture only		38 x 63mm	0.1600	0.0300	0.0900

7. MERCHANDISE PREPARATION

7.1 CARTON SEALING

We encourage suppliers to use only branded tape when sealing cartons that may be exposed to pilferage in transit. The carton seal must create an “H” pattern on both the top and bottom of the carton by sealing across all of the major and minor flaps.



Fig 7.1: Carton to be sealed in H-Pattern on both top and bottom sides

This tape should be **2.83 inches/7.2 cm** in width to ensure proper carton closure and minimize carton tampering in transit.



The branded tape must contain enough glue to ensure proper carton seal on all edges. Please do not use clear tape or any other material to reinforce branded tape as this will increase chances of pilferage resulting in short deliveries into our distribution centres.

If a furniture item needs to be split into different cartons, each carton must be marked accordingly e.g. 1 of 2. Depending on how many separately sections there are. It is also preferable that these cartons are strapped together so that the separate parts do not get misplaced in our Distribution Centre.

7.2 RED TAPE REQUIREMENT FOR FRAGILE MERCHANDISE

Fragile cartons need to be sealed with **RED TAPE** in order for all that are part of the carton movement process, to treat these cartons with special care, in order to minimise breakages. “**@home Fragile**” should be replaced with relevant vendor name.



This tape should be 2.83 inches/7.2 cm in width to ensure proper carton closure and minimize carton tampering in transit.



METAL BANDING OR WIRES are not allowed. Banding, straps, staples, shrink-wrap or string is to be used very conservatively or only where absolutely necessary as a means of closure and as agreed by @home.

7.3 CARTON INFORMATION

All cartons delivered into TFG Distribution Centres (DCs) must indicate details relevant to the contents packed. This helps to easily identify and locate orders during receipt process into our DCs.

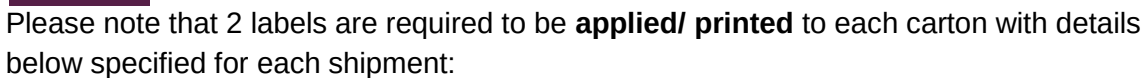
7.3.1 OUTER CARTON LABELLING

The **first carton of the consignment** MUST contain the **supplier invoice** and must be **clearly marked** on the outside of the carton – “**INVOICE ENCLOSED**”. (Figure 3)

Please ensure that this carton is one of the first cartons to be off loaded at the DC to ensure that the paperwork is quickly and efficiently processed.



Figure 6.1: The invoice carton must be clearly marked



CARTON LABEL FOR OUTER CARTON

Order No:

SKU No:

No Components per SKU

Component No

No Units per Carton

4

1 of 4

2

Vendor	
Description	
DC CODE	E
CTN/No	1 of 200
Made in	China
Dimensions LxBxH	600mm x 350mm x 300mm
GW	15 Kg
NW	12.5Kg

Order

SKU

TFG Apparel Supply Company (PTY) Ltd

@homelivingspace[®]

THE HOMEWARE STORE

Ship To:

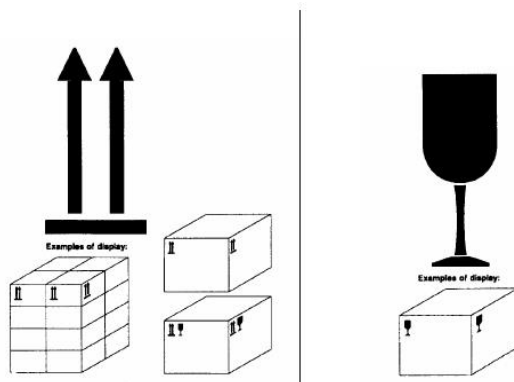
Ship From:

Vendor Address

Please note that whenever the **@homelivingspace** logo is printed on any carton, the correct registered trademark should be used. The **Font Type is Meta**. All mirror and /or fragile items must have a printed “**FRAGILE**” sign in bold print on all 4 sides of the inner and outer carton. The size of the font for the outer carton must be a minimum of 2.5 cm in height. The inner carton can have labels 10mm in height.



Cartons to be stacked upright (vertical orientation) should be clearly marked with the following symbol:



7.3.2 INNER CARTON (CASE PACK) MARKING

The @homelivingspace SKU number and total case pack unit content quantity must be indicated (please refer to the Purchase order for details).

8. CONTACT DETAILS

TFG Distribution Centre Communication Matrix					
DC -Distribution Centre	DC Physical Address	Category (Position)	Contact Person	Email Address	Telephone Number
TYGERBERG (@Homeware - @home) CODE: D	40 Junction Road, Tygerberg Business Park, Parow Industria, Cape Town, 7493 Tel: +27 21 959 9821	DC Manager	Belinda Hendricks	BelindaH@tfg.co.za	+27 21 929 0901
		DC Operations Manager	Riefaad Waggle	RiefaadW@tfg.co.za	+27 21 929 0902
		Assistant Process Manager - Outbound	Carl Hoedemaker (@home)	CarlH@tfg.co.za	+27 21 929 0907
		Process Manager - Inbound	Janine Arries	JanineA@tfg.co.za	+27 21 929 0903
		Receiving Office Desk 1	Receiving Office	REC-HOME@tfg.co.za	+27 21 929 0918
		Receiving Office Desk 2	Receiving Office	REC-HOME@tfg.co.za	+27 21 929 0917
MIDRAND DC (@Homelivingspace JHB, Foschini/The Fix Footwear) CODE: F	2 Pine Road, Lordsvue Allendale Road, Midrand Gauteng, 1619 +27 700 9327	Head of Disturbutions Centres, Northern Region	Perk Nxumalo	PerkN@tfg.co.za	+27 11 700 9331
		DC Operations Manager	Ntokozi Mvelase	NtokoziMv@tfg.co.za	+27 11 700 9313
		DC Process Manager Inbound	Nomcebo Sibuyi	NomceboS@tfg.co.za	+27 11 700 9311
ASSEGAAI (@Homelivingspace Cape Town) CODE: G	15 Assegaai Street, Parow Industrial, Cape Town 7493	DC Manager	Kim Woodborne	KimWood@tfg.co.za	+27 21 928 6166
		DC Process Manager	Timmy Clayton	TimmyC@tfg.co.za	+27 21 928 6178
		Supervisor - Inbound	Angelique Stuart	AngeliqueS@tfg.co.za	+27 21 928 6177

8.1 ASN SUBMISSIONS AND DELIVERY BOOKINGS

DC NAME	EMAIL ADDRESS FOR ASN	EMAIL ADDRESS FOR BOOKING
Lefic DC	ASN-FOSCHINI-LEF@tfg.co.za	REC-FOSLEF@tfg.co.za
N'dabeni DC - Exact / Markham	ASN-MARKHAM@foschini.co.za	REC-NDA@tfq.co.za
N'dabeni DC - Sport	ASNDSPORTS@tfg.co.za	REC-Sports@tfq.co.za
Midrand DC - Footwear	ASN-FOSCHINI-TYG@foschini.co.za	REC-FOSTYG@tfg.co.za
Tygerberg DC - @Home	ASN-HOME@tfq.co.za	REC-HOME@tfq.co.za
Assegaai DC	ASN-LIVINGSACE@tfq.co.za	REC-LIVINGSACE@tfg.co.za
Midrand DC	ASN-LIVINGSACE@tfq.co.za	REC-LIVINGSACE@tfg.co.za



8.2 @HOME DIVISION CONTACT LIST

The following departments can be contacted if there are any further queries:

Werner Barnard

Head of @home Planning

Tel: +27 21 938 1772

E-mail: WernerB@tfg.co.za

Karen Brumfield

Head of @home Buying

Tel: +27 21 938 1349

E-mail: KarenBr@tfg.co.za

Lelani Adamson

Buying Manager - @home

Homeware Departments

Tel: +27 21 938 6304

E-mail: LelaniA@tfg.co.za

Lize Barnard

Buying Manager - @homelivingspace

Furniture Departments

Tel: +27 21 937 5020

E-mail: LizeVi@tfg.co.za

Imports Co-Ordinators

Furniture Only

Aneesa Noor

Tel: +27 21 937 5001

E-mail: AneesaNo@tfg.co.za

Rene Moolman

Tel: +27 21 937 4982

ReneMo@tfg.co.za

8.3 QUALITY ASSURANCE DEPARTMENT

Heike Baros

Technical Manager

021 937 4411

E-mail: HeikeV@tfg.co.za

Jaco Engelbrecht

Technologist – Furniture, Dining & Kitchen

Tel: +27 21 937 5482

E-mail: JacoEn@tfg.co.za

Delia Barker

Technologist – Bed & Bath, Décor, Home Furnishings

Tel: +27 21 938 7798

E-mail: DeliaB@tfg.co.za



9. DELIVERY INSTRUCTIONS

All merchandise must be delivered “CARRIAGE PAID” to the destinations stated on the Purchase Order using the suppliers arranged mode of transport.

All packing slips and invoices must quote the TFG order number.

The supplier's invoice (s) must be issued in the name of the supplier as recorded on the TFG purchase order. The supplier's invoice (s) and statements must be made out in the name of:

**“Trading Division Name”/ A Division of Foschini Retail Group (Pty) Ltd.
(Invoice (s) and statements that are invoiced incorrectly will be returned to the supplier for re – invoicing, which will result in a delay in payment).**

All statements and invoices must be sent to:

**Foschini Retail Group (Pty) Ltd.,
BO BOX 6020
Parow East
Cape Town
7501**

Please note that original invoices must be sent as per TFG requirements.

The DCs are not permitted to accept faxed email copies of invoices from suppliers.

10. INVOICING

The supplier's invoice (s) must be issued in the name of the supplier as recorded on the @homelivingspace purchase order. Please check that the supplier's name and details are recorded correctly when receiving the order and that the VAT number, company registration number and the Foschini Group VAT number are included.

- **Official order numbers**
- **Supplier reference code**
- **Product description and units**
- **Banking details (full)**
- **Transport methods**
- **DC delivery address**
- **Payment method**
- **Costs**



11. RETURN TO VENDOR (RTV)

It is the supplier's responsibility to ensure that the merchandise is the quality as ordered prior to shipping. If for any reason the stock needs to be returned due to cancellation or repair, the following process will be followed:

- The DC will be notified **via email** by the respective buyer / planner that a specific order needs to be returned.
- The buyer / planner will arrange with the supplier / processing house and the DC for the goods to be uplifted.
- It is important that the buyer / planner provide the necessary documentation, repair note / email instruction, in order for the DC to process.
- The DC will then accordingly locate the order and store in cartons in the most effective manner. If the supplier provides more than one SKU that is problematic, then the cartons may contain multiple SKU's.
- Once the supplier / processing house has been notified of the RTV, they have 5 working days in which to collect the merchandise. **If the merchandise is not collected within this time the DC will dispose of the stock to recover costs.**
- The necessary RTV documentation will be handed over to the courier upon collection.

12. REGISTERED TRADEMARK

Please use the following logo on all cartons:



Pantone Colour Reference: Cool Grey 10 (Optional or in black.)

Font Type: Meta (Not Optional.)



APPENDIX A: BARCODE TICKET LABEL INFORMATION

ITL is the nominated supplier for all @home barcode label tickets. Barcode tickets may not be printed by a supplier/factory or another printing company. All suppliers must open an account with ITL as they will be liable for all costs incurred for printing and transporting the barcode labels to the factory. These costs, where necessary, can be passed onto @home.

All new suppliers will receive communication from @home Central Planning when they have been loaded onto the @home system.

The process to follow when this communication is received is:

- Supplier to complete the Credit Application form, ensuring that pages 1 and 2 on Conditions of Sale are initialled by the signatory and the witnesses before returning to ITL.
- ITL requires the supplier to list the people that will be responsible for ordering barcode label tickets, this is very important to ensure that the process runs smoothly.
- Confirmation will be sent by ITL to the supplier once the account has been set up, the login credentials and training material will be included.
- Once an order has been placed by @home, the supplier will receive an automated email notification from ITL acknowledging that the relevant barcode labels can be ordered.
- Supplier must log into LabelVantage portal, select the relevant @home order and place the order for the barcode labels.

Lead times:

The standard lead time for supply is 3 Working Days **EX WORKS** from the time the order is placed and confirmed on the **ITL Online Ordering System (LabelVantage)** which is the web based platform where orders will be placed.

Order/despatch cut off times are listed below. This will be used to calculate the three working days:

- Orders placed before 12:00pm (*Noon – SA time*): 2 working days
- Orders placed after 12:00pm (*Noon – SA time*): 3 working days



Below is a list of delivery methods that is available, but please note that there are cost variances for each, which is obtainable from ITL:

TICKET TYPES	PRODUT LEAD TIMES	DETAIL
Tickets to Supplier	Produced within 3 working days from the day the order is placed	If the order is placed before 12h00, that day order is placed will count as Day 1 of the 3 days. For orders placed after 12h00 Day 1 of the 3 days will be the day after the day the order is placed.
Tickets to HO/DC	Produced within 2 working days from the day the order is placed	If the order is placed before 12h00, that day will be counted as Day 1. Orders placed after 12h00, the following day is counted as Day 1.
Re-prints to HO/DC	Produced within 24 hours from when ITL confirms the receipt of file request	Reprints must be clearly identified.

REGION	TRANSPORT METHOD	PROXIMITY	DELIVERY LEAD TIMES	DELIVERY COST IMPLICATIONS	TOTAL LEAD TIME FOR SUPPLY - WORKING DAYS		
					DELIVERY AT SOURCE / SUPPLIER	DELIVERY TO TFG HO / DC	DELIVERY TO TFG HO / DC (PRICE CHANGE)
LOCAL: (South African Supply)	Road Transport	Metropolitan Area	Morning & Afternoon from ITL factories	Free delivery from ITL factories	3 to 4	2 to 3	24-36 hours
		Outside of Metropolitan Area	2-4 days delivery (Done with ITL provider DSV)	Weight & Distance determines the cost	5 to 7	4 to 6	2-4 days
	Supplier Courier & Collection	From ITL factories	Supplier courier/driver to collect from ITL factories	Supplier dependent	3 + supplier transport days	2 + supplier transport days	-
		Local Overnight deliveries	Next day delivery from ITL factories	Weight & Distance determines the cost	4 to 5	3 to 4	-
		Priority Overnight Delivery	Next day delivery before 10:00am from ITL factories	Weight & Distance determines the cost	4 to 5	3 to 4	24-36 hours
		Export Order deliveries	2-4 days delivery - ITL Delivers from its factories to suppliers in Mauritius, Madagascar, etc.	Weight & Distance determines the cost	5 to 7	N/a	-
OFF SHORE: (Territories Outside of SA)	Freight Forward – SF Express	ITL Factory	1-3 day delivery period depending on the proximity of the destination and the time of despatch.	Weight & Destination determines the cost	4 to 6	3 to 5	-

Below is a list of the Local contact details for ITL, the list of the Import contact details can be requested from ITL.

Type of Query	ITL Contact Name	Email Address	Telephone Number
Order Status/Despatch (CPT)	Mikhaela Blaauw	mikhaela.blaaue@itl-group.co.za	021 590 1129
Order Status/Despatch (KZN & Gauteng)	Zayn Hoosen	zayn.hoosen@itl-group.co.za	031 204 9200
Other (Account issues etc)	Jonathan Cardoso	Jonathan.cardoso@itl-group.co.za	021 590 1227
ITL Escalations	Robert Geland	robert.geland@itl-group.co.za	021 590 1100