

## FREQUENTLY ASKED QUESTIONS:

### 1. HOW DO I SHOP ON <https://sarita-inc.co.za>?

Brows our various product categories

Find the item/s you wish to purchase

Add them to your shopping “cart”

When you have selected everything, please “Proceed to Checkout”

PLEASE make sure you complete all the required fields (this will ensure we have your correct details for your delivery)

Select your payment method and “Proceed” to finalize your purchase

ALL orders are discreetly packed

### 2. HOW LONG DOES IT FOR MY ORDER TO BE DELIVERED?

Depending on where you are situated:

We use various courier companies and with this being said, delivery may vary, depending on where you are located

#### **Gauteng:**

Usually 2 – 3 days (except if there are issues with load shedding or problems on the roads)

#### **The rest of South Africa:**

4 – 6 days, depending on where you are located

#### **(Outlying areas could be a day or 2 longer)**

If you require your order urgently, for a special occasion or gift, please contact us and we will do all we can to rush it to you

### 3. DOES SARITA-INC HAVE A WALK-IN SHOP?

At this moment, we are an online shop only

This being said, orders can be placed 24/7

### 4. HOW DO I KNOW WHICH SIZE TO CHOOSE?

Our sizes are TRUE South African Sizes

Please select the size you wear when shopping with most South African retail businesses

If you are unsure about your size, please don't hesitate to contact us

XS – S            28/30/32

XS – M           28/30/32/34

S – M            32/34

M – L            34/36

L – XL           36 /38

XL – 2XL        38 /40

2XL – 3XL      40/42

3XL – 4XL      42/44

4XL – 5XL      44/46

5XL – 6XL      46/48

## **5. CAN I RETURN AN ITEM?**

Due to the intimate nature of our products, we do not offer returns

## **6. HOW CAN I PAY FOR MY ORDER?**

We use PayFast as a payment platform on our website

PayFast offers various payment options, which includes:

Credit Card

Debit Card

Instant EFT

MobiCred – A simple & convenient credit facility that allows you to safely shop online with our participating retailers. Your Mobicred account allows you to make one single monthly payment for all your purchases with a revolving credit limit - allowing you to spend whatever you re-pay

MoreTyme

RCS Store Card

## **7. HOW DO I KNOW MY ORDER WAS PLACED SUCCESSFULLY?**

When you have finalized your order, you will be taken to the "Confirmation Page"

You will also receive an e-mail confirming your order was received by us