

Do I Have To Register An Account?

Registering an account is optional. You have the option to create an account or checkout as a guest. However, when you do create an account, you are able to view your order history and save your details for faster checkout on future purchases.

I Have Forgotten My Password, What Do I Do?

Head over to the account recovery page and recover your account by entering your email address.

Where Do You Deliver?

We deliver directly to your door anywhere within South Africa. We also deliver to Swaziland, Lesotho, and Namibia. Please contact us and make prior arrangement if you'd like for us to deliver to a country outside of South Africa

How Much Is Delivery?

Delivery to main centers within South Africa is free for orders over R450 and under 20kg. Outlying areas attract a R90 delivery fee, irrespective of value. Delivery to Swaziland, Lesotho, or Namibia will carry delivery charges. Please contact us prior to placing your order to discuss these charges. Should an order exceed 20kg, we reserve the right to increase the shipping cost accordingly.

How Quickly Will I Receive My Order?

You can expect to receive your order within 2 to 7 working days from the day you order it, there are exceptions to this and usually this is stated on the product page. Most orders are dispatched within 24 hours. Custom-made products can take up to 14 working days to dispatch. After dispatch, it usually takes 1 - 5 days to get to you. We do our very best to indicate these times accurately on the product page Below are the average times it takes to deliver to different provinces once the order leaves our warehouse:

Gauteng - 1-2 days by 5 p.m.

KwaZulu Natal - 1-2 days by 5 p.m.

Limpopo - 2 days by 5 p.m.

Free State - 2 days by 5 p.m.

Mpumalanga - 2 days by 5 p.m.

Western Cape - 2 days by 5 p.m.

Eastern Cape 2-3 days by 5 p.m.

Northern Cape - 2-3 days by 5 p.m.

North West Province- 2-4 days by 5 p.m.

Can You Expedite My Delivery?

If you need your order delivered quicker than our standard delivery service, an Express Delivery Service can be arranged at an additional surcharge. Please contact us prior to placing your order.

How Do I Track My Order?

We will email you a tracking link once your order has been dispatched. IF you have issues with this link use the livechat feature on our website to get more information about your order.

Can I Return My Purchase?

If you are not happy with your purchase you can return it within the first 30 days of receipt. We will collect the products at our cost and provide you with a full refund. In order for this to be applicable, the following basic conditions must be met:

Products are returned unopened, in their original packaging, and in a saleable condition.

Proof of purchase needs to be presented should we request it.

Refunds will be processed subject to a final inspection once received back in our warehouse.

Some products require an expert to install (e.g. Gasgeysers) in this case we may also request proof that you have hired the necessary expert for installation

Refunds are processed subject to a final inspection once received back in our warehouse.

Returns need to be requested by contacting returns@livecopper.co.za

What If I Ordered The Wrong Products?

We will take back the products for a full refund within the first 30 days of receipt. After that period, provided that the products are unopened and are in their original packaging, we will charge a 15% transport recovery, and restocking fee. The fee is calculated at 15% of the gross value of the goods taken back.

What Is The Warranty On Your Products?

Our products carry a 12 month warranty from date of purchase, unless otherwise stated.

Can I Change My Order Once I've Submitted It?

Yes. However, it is advisable to change your order as soon as possible to avoid delaying your order. Please contact us to amend your order. We will try to accommodate your request as best we can.

Payment Security

All payments made to Livecopper are processed through your preferred payment method. No information regarding your payment is stored by Livecopper. It is advisable before making an online payment, that you have an anti-virus program installed and that it is up to date. A recent, thorough malware scan on your PC is also recommended. If you do not have either of these programs installed, please follow the download links below. Livecopper (Pty) Ltd cannot be held liable for any infringement or compromise on your sensitive information.

Avast Anti-Virus - One of the best anti-virus programs available on the web. Free or paid options available.

Malwarebytes - The best anti-malware software on the web. Free or paid options available.

Virus - A piece of code which is capable of copying itself and typically has a detrimental effect, such as corrupting the system or destroying data.

Malware - Short for malicious software, is any software used to disrupt computer operation, gather sensitive information, or gain access to private computer systems

Purchase Orders

If you have an existing Trade Account with Livecopper you can select "Purchase Order" as your payment method on the payment options page. To ensure accurate record keeping we suggest you forward us a copy of your purchase order soon after completing your order so that we can allocate your internal order number to your order. If you wish to apply for a Trade Account and associated benefits [click here](#).

Cheques

Regrettably we do not accept cheques as payment. Please make use of our other payment options.

How quickly will I receive my delivery?

Ships in Time + Delivery Time = When you will receive your delivery

The delivery time indicated below is an indication of how long it takes to deliver the order from when it is physically dispatched from our warehouse. Dispatch time from date of order as an example "Ships in 24 hours", refers to how many business hours we require to prepare your order until it leaves our warehouse. Dispatch time varies per product and can be found on every individual product page. By default we always dispatch an order as complete determined by the product with the longest dispatch time. Rest assured we always strive to give you the speediest delivery, but if you are unsure and the exact day of delivery is important to you, please contact us.

KZN

Amanzimtoti	1 Day by 17.00
Ballito	1 Day by 17.00
Durban	1 Day by 17.00
Estcourt	1 Day by 17.00
Howick	1 Day by 17.00
Isipingo	1 Day by 17.00
Pinetown	1 Day by 17.00
Tongaat	1 Day by 17.00
Bergville	2 Days by 17.00
Dundee	2 Days by 17.00
Empangeni	2 Days by 17.00
Harrismith	2 Days by 17.00
Kokstad	2 Days by 17.00
Ladysmith	2 Days by 17.00
Margate	2 Days by 17.00
Newcastle	2 Days by 17.00
Port Shepstone	2 Days by 17.00
Richards Bay	2 Days by 17.00
Vryheid	2 Days by 17.00
Ramsgate	3 Days by 17.00
Mpumalanga	
Middelburg	2 Days by 17.00
Nelspruit	2 Days by 17.00
Piet Retief	2 Days by 17.00
Witbank	2 Days by 17.00
Gauteng	
Johannesburg	1 Day by 17.00
Pretoria	1 Day by 17.00
Springs	1 Day by 17.00
Vanderbijlpark	2 Days by 17.00
Free State	
Bethlehem	2 Days by 17.00

Bloemfontein 2 Days by 17.00
Harrismith 2 Days by 17.00
Kroonstad 2 Days by 17.00
Parys 2 Days by 17.00
Welkom 2 Days by 17.00
North West Province
Klerksdorp 2 Days by 17.00
Potchefstroom 2 Days by 17.00
Rustenburg 2 Days by 17.00
Vryburg 2 Days by 17.00
Graaft-Reinet 4 Days by 17.00
Limpopo
Makhado 2 Days by 17.00
Phalaborwa 2 Days by 17.00
Polokwane 2 Days by 17.00
Tzaneen 2 Days by 17.00
Eastern Cape
Dieprivier 2 Days by 17.00
East London 2 Days by 17.00
George 3 Days by 17.00
Grahamstown 3 Days by 17.00
King Williams Town 3 Days by 17.00
Port Elizabeth 3 Days by 17.00
Northern Cape
Kimberley 2 Days by 17.00
Upington 3 Days by 17.00
Western Cape
Capetown 2 Days by 17.00
Dieprivier 2 Days by 17.00
Gordon's Bay 2 Days by 17.00
Somerset West 2 Days by 17.00
Steenberg 2 Days by 17.00
Stellenbosch 2 Days by 17.00
Strand 2 Days by 17.00