MOBILE SMART

Shipping, Delivery & Installation Policy

Version 2.1 · Effective 5 November 2026

1. Scope

This policy covers delivery of hardware, SIM cards and routers, and activation timelines for every Mobile Smart service. Timelines start once payment has cleared, RICA is approved and the subscriber agreement is signed (where applicable).

2. Delivery and activation timelines

Product	Timeline	Notes
Fixed LTE and 5G packages	5 to 8 business days	Subject to coverage and network feasibility. Approved router required.
Hardware (routers, mesh Wi-Fi, mini UPS)	5 to 8 business days	Courier delivery to the order address.
Mobile data - new SIM	5 to 8 business days	First bundle loads once the SIM is delivered and linked.
Mobile data - keep my number	Normally instant	Loads after PayFast confirms payment.
Uncapped fibre	Up to 30 days	Depends on the fibre network operator's installation schedule.

Business days exclude weekends and South African public holidays. Remote areas may take longer; we will notify you of delays.

3. Fibre installation

- Fibre orders are placed with the relevant fibre network operator. Installation may need a site survey, landlord or body-corporate consent and access on the scheduled date. Installation fees, where applicable, are quoted per order.
- If the premises is not fibre-ready or the operator cancels, we will offer an alternative or refund amounts paid for that service.

4. Delivery fees and receipt

- A once-off courier fee of R165 per order applies whenever something is couriered: LTE/5G, hardware/routers, or a new SIM with monthly mobile data. Fibre, VoIP and keep-my-number mobile data carry no courier fee. Mobile Smart is not registered for VAT; no VAT is charged.
- Someone over 18 must accept delivery and may be asked for ID. Report visible damage within 48 hours.
- Risk passes on delivery; ownership of purchased hardware passes once paid in full. Rental or loan equipment remains Mobile Smart property.

5. Returns and defective hardware

- Unused hardware in original packaging may be returned within 7 days of delivery where the CPA or ECT Act cooling-off applies; return courier costs may apply.
- **Hardware carries the manufacturer's factory warranty only**, subject to your rights under the Consumer Protection Act. Contact online@mbsmart.co.za for a return authorisation first.
- SIM cards, activated bundles and loaded airtime/data cannot be returned.

Important notice (Consumer Protection Act, section 49)

Best-effort speeds and upstream networks: services run over third-party licensed networks (Afrinet, MTN, Vodacom, Telkom and fibre network operators). Speeds are best-effort and may vary with congestion, location, weather and supplier fair-use rules.

Power outages and load shedding: Mobile Smart is not liable for interruptions caused by upstream provider failures, load shedding or power outages beyond our reasonable control.

Hardware warranty: supplied hardware carries the manufacturer's factory warranty only.

Feasibility: coverage checks are indicative; final feasibility is confirmed by the network operator.

Mobile Smart is not liable for indirect or consequential loss to the extent permitted by law.

6. Contact

Track an order in your customer portal or contact online@mbsmart.co.za or +27 76 168 6801.

Questions: online@mbsmart.co.za · Accounts: accounts@mbsmart.co.za · WhatsApp/phone: +27 76 168 6801