



GlowLink Shipping Policy

Last updated: 01/02/2025

At GlowLink, we proudly support independent beauty entrepreneurs by providing a trusted platform for customers to shop from local brands across South Africa. As a marketplace, GlowLink does not directly warehouse or ship products, but facilitates the smooth processing of all orders placed through our website.

This shipping policy explains how your order is processed, fulfilled, and delivered when shopping at www.glowlink.co.za.



How Our Order Process Works

When you place an order through GlowLink, here's what happens:

1. **Customer Places Order on Glowlink.co.za**
You select your product, pay the full amount (product + a flat-rate courier fee).
2. **GlowLink Notifies the Seller**
We immediately notify the brand/vendor and send them a breakdown invoice showing:
 - 80% of the product sale value
 - Flat courier fee
(*GlowLink retains a 20% commission.*)
3. **Seller Invoices GlowLink**
The vendor sends GlowLink an invoice for the amount due to them.
4. **GlowLink Pays the Seller**
Within 24–48 hours of receiving the invoice, GlowLink processes the payment.
5. **Seller Dispatches the Order**
Upon receiving payment proof, the seller ships the product directly to you.
GlowLink shares tracking information and updates with you as soon as they're available.



Shipping Details

- Shipping Method: All orders are delivered via trusted local couriers.
- Delivery Areas: Nationwide delivery within South Africa.
- Flat Shipping Fee: A fixed courier fee is applied to each order at checkout.
(The fee covers standard delivery across SA, regardless of location.)
- Delivery Timeframe:
Most orders are processed and shipped within 2–5 working days, depending on the seller and location. Delivery typically takes 1–3 working days after dispatch.

Note: Delivery times may vary based on the brand's location, courier availability, and holidays.



Order Tracking

Once your order is dispatched:

- You will receive an email or SMS with a tracking number.
- You can use the tracking number to follow your parcel's progress.
- For any tracking assistance, contact us at [✉ info@glowlink.co.za](mailto:info@glowlink.co.za)




Important Information

- Orders are fulfilled directly by the independent brands listed on our platform.
- If your order contains products from multiple sellers, they may be delivered separately.

- GlowLink is not liable for delivery delays caused by incorrect address details, courier delays, or external events beyond our control.

! Lost or Delayed Orders

In the rare event your order is delayed or lost:

1. Please contact us immediately at  info@glowlink.co.za
2. We will work with the seller and courier to investigate and resolve the issue.

Customer Support

We're here to ensure your shopping experience is smooth and worry-free.
For any shipping-related questions, reach out to us:

 info@glowlink.co.za

 www.glowlink.co.za