

Siyanqoba Worldwide Express



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Siyanqoba Worldwide Express has a wide and comprehensive range of specialised Domestic and International courier and airfreight services to suit your needs. "SIYANQOBA" is derived from the Zulu word meaning "TO CONQUER", which is the dedication and passion that the owners and employees offer to our customers. Use the experience of SWE today - 8 Days a Week. Our Vision: To strive to maintain the highest service levels to our valued customers through our worldwide network through: Constant communication and interaction with valued customers Continuous training and motivation of Management and staff Continuous evaluation and improvement of our products Regular evaluation of our supplier's quality and professionalism

SERVICES - WHAT WE DO

DOMESTIC SERVICES

Overnight Express A reliable express service, whereby collection is usually made from your premises with despatch overnight through our domestic network. Delivery to major centres is achieved by 11h00 and to regional and remote areas may take an additional 24-48 hours.

Economy An Economical service for larger shipments. Delivery to major centres is usually achieved by 17h00 the following day and to regional or remote areas an additional 24-48 hours. Service applicable Mondays to Fridays only, excluding public holidays.

Road Freight A safe, secure and reliable service for larger, less time sensitive shipments. Delivery to major centres is usually achieved within 24-48 hours and to regional or remote areas, an additional 24-72 hours. Delivery times are not guaranteed.

Sameday Express A rapid same day door to door express service. Collection is made upon receipt of your call, with despatch on the first available flight, between all major destinations served by scheduled

airlines. Sameday delivery to regional or remote areas quoted separately as a drive-away. Early Bird Delivery A service for very urgent shipments requiring early delivery the following morning. Delivery is guaranteed by 9h00 to all major centres served by scheduled airlines. Regional and remote areas can be quoted separately.

INTERNATIONAL SERVICES

International Courier Documents A Door to door service for time sensitive documents worldwide. Transit times depend on the destination.

International Courier Parcels A door to door service for time sensitive shipments and documents over 5 kg's. All shipments require customs documentation. Transit times depend on the destination and are subject to customs formalities.

International "Special" Shipments "EXTREMELY URGENT" shipments that require special handling and/or routing to the destination country to meet your critical delivery deadline. These shipments must be advised prior to collection, and additional charges will be incurred.

International Airfreight Airfreight is a more cost effective alternative to courier for larger shipments that is not time sensitive. Transit times will be dependent upon destination. We offer both DOOR to DOOR and DOOR to AIRPORT airfreight service.

International Road Freight Cross-border road freight to neighbouring countries is a more cost effective alternative for heavier less time sensitive shipments. SWE currently provides a cross-border road freight service to: SWAZILAND, LESOTHO, BOTSWANA, NAMIBIA AND MOZAMBIQUE. Transit times are dependent upon final destination and customs formalities. Tariffs for this service are available upon request.

Temporary Exports SWE must be advised of any goods that are being exported temporarily, and which will be returned to South Africa i.e. Goods being sent out of the country for repair or demonstration purposes and within a specific period. A DA65 will then be processed.

GENERAL INFORMATION

Weight and Volumetric Checks All shipments will be weighed and measured by SWE. Should the weights or measurements vary from those provided by the client, the weights and measurements determined by SWE shall apply.

Volumetric Calculation All shipments are charged by actual mass or volume, whichever is the greater. The volume of a shipment is determined by multiplying the length by width by height in centimetres, and dividing by the appropriate conversion rate below

SAMEDAY EXPRESS	5000
cu cm/kg	
EARLY BIRD	5000 cu cm/kg
OVERNIGHT EXPRESS	5000 cu

cm/kgECONOMY 5000 cu cm/kgROAD FREIGHT 4000 cu cm/kgIN CITY
6000 cu cm/kgINT DOCUMENTS 5000 cu cm/kgINT PARCELS 5000 cu
cm/kgINT AIRFREIGHT 5000 cu cm/kgINT ROAD FREIGHT 3000 cu

cm/kgProof of DeliveryProof of Delivery is available from the customer service department or online at www.swe.co.za.Insurance/Responsibility for loss or damage (new goods only)Insurance is requested by completing the relevant section on the SWE Waybill.The insurance premium is calculated at 2.00% of the declared value with a minimum of R75.00.No liability will be accepted for consequential loss however calculated.Second hand goods may require to be assessed prior to dispatch.Weight RestrictionsSWE will accept heavy shipments for international courier provided that no single piece weighs more than 30 kilograms(e.g. A shipment weighing 300 kg's in total should be packed to form at least 10 pieces).In the event that this is not possible please contact SWE to make special arrangements.RestrictionsCertain goods are restricted for carriage due to customs requirements, airline restrictions and their hazardous nature.It is the responsibility of the shipper to ensure that goods are not restricted, hazardous or dangerous for carriage by air or road, and it should be brought to SWE's attention.Dangerous GoodsThere are various international and domestic regulations governing the transportation of dangerous goods.Warning labels and declarations must accompany the goods and be packed in accordance with the IATA regulations.Should you require assistance with packaging by an IATA registered company, delays prior to despatch will be incurred.Rates for hazardous/dangerous goods will be quoted per shipment.Restricted GoodsThe following items are prohibited and will not be accepted as courier material:DANGEROUS OR HAZARDOUS GOODS DRY ICE FLAMMABLE OR TOXIC GOODS VALUABLES - JEWELLERY, DIAMONDS, GOLD etc MONEY-CASH, COINS, NEGOTIABLE DOCUMENTS TRAVELLERS CHEQUES FIREARMS (WEAPONARY AND OTHER PARTS) GAMBLING DEVICES FOODSTUFFS & PERISHABLES LIVE ANIMALS OR PLANTS Additional restrictions may apply to certain countries.Should you wish to send any of the above items please contact us so that we can arrange the correct mode of transport.Tariffs will be dependent on the commodity and final destination

country. Conditions of Carriage All Business is undertaken in terms of the SWE standard trading conditions which are printed on the reverse of the Account Facility Application. Mode of Transport SWE uses a variety of transport modes to effect delivery of shipments to final destination. The decision as to which mode of transport is utilised will be at the discretion of SWE.

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