

POLICY DOCUMENT

Delivery & Fulfilment Policy

How and when we deliver digital products, software access and custom projects. Letacom does not ship physical goods.

Effective date: 20 October 2026

1. Delivery method

All Letacom products and services are delivered electronically: by email, secure download link, access to an online platform, or deployment to a hosting environment. No physical goods are shipped, so no shipping fees apply.

2. Digital products and downloads

- After payment is confirmed, we send a download link or access instructions to the email address provided at purchase.
- Delivery normally takes place within 24 hours of confirmed payment (business days), and in any event within 3 business days.
- For EFT payments, delivery begins once the funds reflect in our account, which can take 1 to 3 business days.
- Download links remain active for at least 7 days. If a link expires, contact us for a new one.

3. Software and platform access

For online tools, platforms and hosted software, we email login details or an account activation link to the registered user within 2 business days of confirmed payment or agreed go-live date. Access continues for the subscription or licence period stated at purchase.

4. Custom projects

- Custom projects are delivered in the milestones stated in your written quotation, for example: specification, design, development, testing and launch.
- Each milestone is shared for review on a staging link, by email or in a meeting. You have 5 business days to approve or request changes within scope; if no response is received, the milestone is regarded as approved.
- Final delivery includes deployment to the agreed environment and, where applicable, handover of source code, credentials and documentation by secure electronic transfer.
- Timelines in the quotation depend on timely feedback and content from you. We inform you promptly of any change to the schedule.

5. Email fulfilment

Order confirmations, invoices, delivery links and project updates are sent to the email address you provide. Please check your spam folder and add hello@letacom.co.za to your contacts. You are responsible for providing a correct email address.

6. Delivery problems

If you have not received a product, access details or a milestone delivery within the stated timeframe, email hello@letacom.co.za or call +27 63 076 9938. We will resolve the problem within 3 business days or, if we cannot deliver, refund you in accordance with our [Refund & Cancellation Policy](#).



7. Service area

We serve customers throughout South Africa. International clients are served by arrangement, with all pricing in South African Rand.

Contact details

Letacom (Pty) Ltd (Registration No. 2023/189890/07), 47 Meadow Avenue, Equestria, Pretoria, Gauteng, 0184, South Africa. Email: hello@letacom.co.za. Telephone: +27 63 076 9938. Hours: Monday to Friday, 08:00 to 17:00 (SAST).

APPROVED AND SIGNED ON BEHALF OF LETACOM (PTY) LTD



Comfort Vhurudzai
Director, Letacom (Pty) Ltd

20 October 2026

Date

