

FAQ's

Pre-Order / Ordering out of stock items

- Please note that Pre-Orders have an undefined time until the order is ready and can be fulfilled. This time is specific to each item and will be conveyed in the individual item description where necessary.
- Ordering out of stock items can take up to 60 days to be fulfilled. You will be notified with an ETA when ordering out of stock, if the stock is expected to arrive after 30 days. At which point you can cancel your order within seven days of being notified.

Pricing

- Pricing shown on the website is subject to change without notice.
- For pre-order items, an up to date price can be arranged once an enquiry is made.

What are my payment options?

- Currently we only accept payment via the secure Payfast portal
 - Available Payfast channels:
 - debit card;
 - credit card: where payment is made by credit card, we may require additional information in order to authorise and/or verify the validity of payment. In such cases we are entitled to withhold delivery until such time as the additional information is received by us and authorisation is obtained by us for the amounts. If we do not receive authorisation your order for the Goods will be cancelled. You warrant that you are fully authorised to use the credit card supplied for purposes of paying the Goods. You also warrant that your credit card has sufficient available funds to cover all the costs incurred as a result of the services used on the Website;
 - Instant EFT;
 - Bitcoin
 - In the future we may add additional payment methods such as the following:
 - direct bank deposit or electronic funds transfer: if you pay via direct bank deposit or electronic funds transfer, payment must be made within 5 (five) days of placing your order. Den Engineering will not accept your order if payment has not been received;
 - Gift Voucher/cards
 - cash on delivery (except where any of our exclusions apply); by selecting this option, you undertake to ensure that you have the exact cash on hand at the time of delivery.
 - eBucks;
 - Discovery Miles;
 - MasterPass;
 - Sbox;
 - Mobicred.

Shipping and delivery

- Can I change my delivery address?
 - We unfortunately can't make changes to your delivery address once payment has been received and you have received your Payment Confirmation email.
- What are my delivery options?
 - We offer 2 convenient methods of delivery:
 - Courier - We deliver directly to your home or office, anywhere in South Africa during office hours (Except to PO boxes, unfortunately we cannot deliver to any place where there is no one to sign for accepting the package)
 - Collect – You can choose to collect from our Cape Town warehouse in Oude Molen. The address is Dennes Engineering, 3A Diesel Road, Oude Molen, Cape Town. You may only collect your package once we have notified you you're your package is ready. Please bring this notification with you when collecting. Collection hours: Mon-Thur 08h00 – 16h00, Fri 08h00 – 14h00.
- What will delivery cost me?
 - Delivery is R100 for orders under R500.
 - Delivery is free for orders above R500.
 - Collection is free from our Oude Molen Warehouse (see delivery options above)
- When will I get it?
 - We endeavour to get your package to you as soon as possible, but this often depends on factors out of our control and will vary for each product.
 - On average you can expect delivery within a week, but can also take as long as 60 days if the item is out of stock.
- What happens if a product is missing from my shipment?
 - If you received an incomplete delivery you can notify us by sending an email to support@teng-tools.co.za, then our friendly customer service team will be in touch with you to assist.

General

- What happens if a product is out of stock?
 - If a product goes out of stock, it will reflect as such on the website or will no longer be visible on the website.
 - We do our best to prevent sales of products that are out of stock, but due to the digital nature of our business the opportunity exists for an item to go out of stock after an order is placed. If you have already ordered the product on the website when it goes out of stock, we'll let you know. You will then have the option to be refunded or credited for any amount already paid by you, or you can wait until the product comes into stock again.