

# WALT

## Pre-Order

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### Launch Guide

Thank you for your incredible support of Walt Gear! As a small South African startup, we're thrilled by the enthusiasm we've received for our products, and we are grateful for your continued support.

We've decided to launch our products through a pre-order model, which will enable us to get your orders out faster by streamlining our production processes.

#### Why Pre-Order?

Our pre-order approach lets you secure our products early while helping us expedite production.

By pre-ordering, you're not only reserving your gear but also allowing us to accelerate delivery, so you can enjoy your new gear sooner.

#### Products Available for Pre-Order:

##### **SAFFA Button-Up Shirt Range** **OTTER 30 Waterproof Backpacks**

In addition to our pre-order items, we're excited to announce that our **WALT Trucker Caps** are readily available for immediate purchase.

#### If you order a cap with your pre-order items, you have the option to:

1. Receive the cap with your other pre-ordered items for no additional charge, shipping out no later than 16 December 2024.
2. Receive the cap separately before the pre-order items ship, with a small delivery fee of R50.

#### Regular Updates on Your Order:

We're committed to keeping you in the loop every step of the way. Pre-order customers will receive regular email updates on production milestones, shipping timelines, and any important information.

You'll always know the status of your order and when to expect delivery.

## **Frequently Asked Questions (FAQ) About Pre-Orders:**

### **1. When will my pre-order items be shipped?**

Your SAFFA Button-Up Shirts and OTTER 30 Backpacks will ship no later than 16 December 2024. We will keep you informed throughout the process and notify you once your items are on the way.

### **2. What if I ordered a Trucker Cap along with my pre-order items?**

You can choose to have your Trucker Cap shipped separately for an additional delivery fee of R50, or you can receive it along with your other pre-order items at no extra cost. Simply select your preferred option during checkout.

### **3. Will I be charged immediately for a pre-order?**

Yes, pre-order payments are processed at the time of purchase to secure your items and help us fund production.

### **4. How will I know if there are any changes to the estimated shipping date?**

We will send out updates via our official email chain. Should any adjustments to the estimated shipping date occur, you will be notified promptly.

### **5. Can I cancel my pre-order?**

Yes, if you need to cancel your pre-order, please reach out to our customer service team at [support@waltgear.co.za](mailto:support@waltgear.co.za). We will gladly assist you with a cancellation or refund, if requested within our cancellation policy timeframe.

Thank you for supporting Walt Gear as we grow and bring you quality, locally-made products. Your pre-orders help us bring our vision to life, and we're thrilled to have you along for the journey.

Warm regards,  
The Walt Gear Team