

Shipping & Returns

Last updated: May 2026.

At a glance

Shipping cost. Flat rate per province — from R100 (Gauteng) to R180 (Northern Cape). See the table below for your area.

Free shipping. On all orders over R 2 000 — nationwide.

Dispatch. Most orders dispatched within 1–2 business days from our National Warehouse in Johannesburg.

Delivery. 3–5 business days door-to-door across South Africa.

Returns. 7-day no-fuss return on unopened, undamaged items in original packaging.

Warranty. 12-month manufacturer warranty on all PerfectAire and ScentAire units.

Damaged in transit. Notify us within 48 hours of delivery — we replace or refund.

Shipping rates by zone

Our courier partner delivers nationwide. Rates are flat tiers per zone — the correct rate is applied automatically at checkout based on your delivery address.

Province	Flat shipping rate	Estimated delivery
Gauteng	R100,00	3–5 business days
Free State / North West	R110,00	3–5 business days
KwaZulu-Natal	R115,00	3–5 business days
Western Cape	R120,00	3–5 business days
Mpumalanga	R125,00	3–5 business days
Limpopo	R140,00	3–5 business days
Eastern Cape	R150,00	3–5 business days
Northern Cape	R180,00	3–5 business days
FREE	Orders over R2 000,00	Standard delivery times apply

Tip: orders over R2 000 ship free nationwide. A typical air purifier (R485–R910) plus one or two solutions (R208–R235 each) often qualifies — add a Triple Pack and you're usually within reach.

Delivery times

Standard delivery across South Africa is 3–5 business days from dispatch, regardless of province. We dispatch most orders within 1–2 business days from our National Warehouse in Johannesburg, so total order-to-doorstep is typically 4–7 business days.

Orders placed before 12:00 SAST on a business day are typically dispatched the same or next business day. Orders placed on weekends and public holidays are dispatched on the next business day.

Free shipping nationwide on orders over R 2 000

Spend over R 2 000 in a single order and shipping is on us — anywhere in South Africa.

Easy ways to qualify: bundle a Bliss or Blissful air purifier (R485–R604) with two Triple Pack gift sets (R235 each) and a couple of 125ml solutions. Or pair an aroma diffuser with a starter set of fragrances for the office. The free-shipping savings are automatically applied at checkout.

How shipping is calculated

When you reach the checkout page, our system reads your delivery province and automatically applies the correct flat rate from the table above. You'll see the total shipping cost on the checkout page before you pay — no surprises. If your subtotal is R 2 000 or more, shipping is automatically removed.

Tracking your order

Once your order leaves our warehouse, you'll receive an email with your courier waybill number and tracking link. You can also log into your account at any time to view your order history and tracking details.

Returns

We want you to be happy with your purchase. Our return policy:

- **7-day return window.** You may return any unopened, undamaged item in its original packaging within 7 days of delivery.
- **How to start a return.** Email enquiry@vaalairpurification.com with your order number and reason for return. We'll send return instructions.
- **Return shipping.** For change-of-mind returns, the customer covers the cost of returning the item to us. For damaged or defective items (see below), we cover the return shipping.
- **Refund timeline.** Once we receive and inspect the returned item, refunds are processed within 5–7 business days back to your original payment method.
- **Items not eligible.** Opened air purifying solutions and aroma diffuser bottles are not eligible for return for hygiene reasons, unless faulty.

Damaged in transit

Couriers occasionally damage parcels. If your order arrives damaged or with parts missing, please:

- Notify us within 48 hours of delivery at enquiry@vaalairpurification.com.
- Send clear photographs of the damaged packaging and product.
- Keep the original packaging until the matter is resolved.

We will arrange a free replacement or full refund — your choice. We cover all return-shipping costs for damaged items.

Warranty

All PerfectAire air purifiers and ScentAire aroma diffusers carry a 12-month manufacturer warranty from the date of purchase against defects in materials and workmanship.

What's covered.

- Manufacturing defects
- Faulty motors, electronics or LEDs that fail under normal use
- Free repair or replacement at our discretion

What's not covered.

- Damage caused by misuse, dropping, or improper cleaning
- Normal wear and tear
- Damage caused by using non-PerfectAire solutions in the unit
- Cosmetic damage that doesn't affect function

To make a warranty claim, email enquiry@vaalairpurification.com with your order number, a description of the issue, and photos or a short video showing the problem. Please retain your original purchase receipt — it's your proof of warranty.

International shipping

We currently ship within South Africa only. For international enquiries, please contact us directly and we'll do our best to assist.

Need help?

Our team is happy to help with any shipping, returns or warranty questions:

- Email: enquiry@vaalairpurification.com
- Phone / WhatsApp: +27 074 489 8540
- Address: 6 Almare Place, 9 Trent Drive, Three Rivers, Vereeniging, 1935