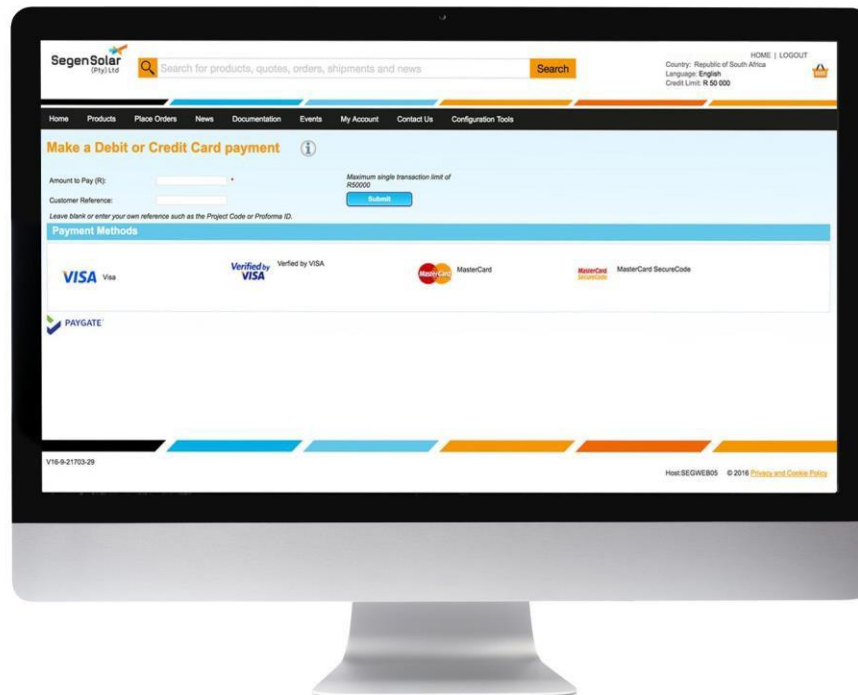


Customer Collections



Customer Collections

At SegenSolar we are dedicated to offer a simple, smooth, and quick process for collecting your goods. We understand and appreciate that sometimes it is more convenient to collect your order, so to assist our customers we have put a simple and consistent process in place to ensure that your order is ready when you arrive at any of our distribution facilities.

SegenSolar has five distribution centres offering customer collections: Northriding, East Rand, Cape Town, Durban and Gqeberha (Port Elizabeth).

The East Rand warehouse is situated at DB Schenker, Kempton Park and facilitates collections and deliveries.

The Durban warehouse is situated at DB Schenker, King Shaka International Airport and the Gqeberha warehouse is situated at DB Schenker, 10 Stanbridge Street, Deal Party, Gqeberha (Port Elizabeth) and facilitates collections and deliveries.

Deliveries are available from the Johannesburg, Cape Town, Durban and Gqeberha (Port Elizabeth) warehouses.

To avoid delays, collections are only available if we have received your order on the SegenSolar portal, cleared funds and a pre-agreed **collection date, time slot** and an allocated **Truck ID** which will be provided to you by the Collections Receptionist once your order is placed into picking. Just follow the easy steps below to arrange your collection.

If a courier company, or other party is collecting on your behalf please provide them with your unique Truck Out ID for them to gain access to the premises and make sure they have a suitable vehicle for collection.

Please note that the security and warehouse staff will need the Truck ID for all collections, and a valid drivers' license and valid vehicle license disc will be scanned to enter the site.

To avoid congestion at the premises, please adhere to the time and collection date allocated with the Truck ID and on the confirmation email sent.

Collections from Northriding

The Northriding warehouse operates between the hours of 08:00-17:00 Monday – Friday from Door 7 & 8. Please ensure your order is on the system with payment cleared by 12pm and in picking by 2pm for a same day collection. For next day collection, payment should be cleared by 3pm and in picking by 5pm to secure a collection time, subject to availability.

Address:

Northlands Production Park
Unit 10
Epsom Avenue
Northriding
2169

Collections from Cape Town

The Cape Town warehouse operates between the hours of 08:00-17:00 Monday – Friday. Please ensure your order is on the system with payment cleared by 12pm and in picking by 2pm for a same day collection. For next day collection, payment should be cleared by 3pm and in picking by 5pm to secure a collection time, subject to availability.

Address:

20 Falcon Crescent
Matroosfontein
Cape Town
7490

Collections from East Rand

The East Rand warehouse operates between the hours of 09:00-16:00 Monday – Friday from Door 5 labelled A1 whereby the documents will be handled. Please ensure your order is on the system with payment cleared by 12pm and in picking by 2pm for a same day collection. For next day collection, payment should be cleared by 2pm and in picking by 4pm to secure a collection time, subject to availability.

Address:

DB Schenker
1 & 2 Shiraz Close,
JT Ross Park – Plumbago 3
Witfontein Ext 54
Kempton Park
1620

Collections from Durban

The Durban warehouse operates between the hours of 09:00-16:00 Monday – Friday from Door 10 collection desk inside the warehouse. Please ensure your order is on the system with payment cleared by 12pm and in picking by 2pm for a same day collection. For next day collection, payment should be cleared by 2pm and in picking by 4pm to secure a collection time, subject to availability.

Address:

DB Schenker
14 Mzimkhulu Drive,
King Shaka International Airport
4407
Durban
KwaZulu Natal

Collections from **Gqeberha** **(Port Elizabeth)**

The Gqeberha (Port Elizabeth) warehouse operates between the hours of 09:00-16:00 Monday – Friday. Drivers to use the main entry gate, not the office parking bay entry. Please report to the collection desk inside the warehouse, security will direct you. Please ensure your order is on the system with payment cleared by 12pm and in picking by 2pm for a same day collection. For next day collection, payment should be cleared by 2pm and in picking by 4pm to secure a collection time, subject to availability.

Address:

DB Schenker
10 Stanbridge Street,
Deal Party
Gqeberha
Port Elizabeth
6012
South Africa

What you need to do

Place your order:

- Confirm your order on the online portal
- Create your shipment for the goods ordered to ensure all items are available from stock and receive a copy of your proforma invoice for payment

Make an online payment:

- Make an online bank transfer payment to the FNB details provided in your proforma invoice and notify us by uploading a proof of payment to your portal.
- We also accept debit/credit card payments (*2% transaction fee) on the portal; simply click on the 'Make a Debit Card Payment' button on your shipment page and the payment amount and customer reference will populate itself. From here you are taken to the standard Paygate, secure online payment page to input your card and payment details.

Book your collection time and truck ID Number:

- Once you have notified us of your payment, speak to our helpful order processing team on 011 085 2605 to book your **collection time slot** and take note of your allocated **Truck ID which** you must have ready upon your agreed arrival time.

You need to pay R 27 720,77 before you can Request Dispatch

[Edit Shipment Details](#) | [Delete Shipment](#) | [Email Proforma](#) | [Make a Debit Card payment](#) | [Notify us of a SWIFT/On-line Payment](#)

Make a Debit Card payment ⓘ


Amount to Pay (R): * Maximum single transaction limit of R1000000

Customer Reference: Submit

Leave blank or enter your own reference such as the Project Code or Proforma ID.

Payment Methods

VISA Visa Verified by VISA MasterCard MasterCard SecureCode

 PAYGATE