

Customer Collections



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At SegenSolar we are dedicated to offering 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 process in place to ensure your order is ready when you arrive.

To avoid delays, collections are only available if we have received your order on the portal, cleared funds, a pre-agreed **collection time slot** and an allocated **Truck ID** which will be provided to you by the distribution co-ordinator. Just follow the easy steps below to arrange your collection.

Collections from Johannesburg

The Johannesburg warehouse requires up to 2 hours to pick, pack and prepare your order for collection which operate between the hours of 8:00am – 4:30pm, Monday - Friday. Please ensure your order is on the system and in picking by **4pm** to secure a collection time for the next day, subject to availability.

Address:

245 Masjien Street
Strijdom Park
Randburg
Gauteng
2194

Collections from Cape Town

The Cape Town warehouse requires up to 2 hours to pick, pack and prepare your order for collection which operate between the hours of 8:30am – 4:30pm, Monday - Friday. Please ensure your order is on the system and in picking by **2pm** to secure a collection time for the next day, subject to availability.

Address:

1 Gulfstream Avenue
Matroosfontein
Cape Town
7490

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](#)




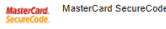
Make a Debit Card payment ⓘ


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
  Verified by VISA
  MasterCard
  MasterCard SecureCode

 PAYGATE