

OMERTÀ

The Code of Service

SHIPPING & RETURNS

BUILT FOR SOUTH AFRICA · TRANSPARENT TIMELINES · NO SILENT TREATMENT

DELIVERY

PROCESSING	MAJOR CITIES	REGIONAL AREAS
Orders are packed and dispatched within 1-2 business days from our Johannesburg studio. You receive a tracking number the moment your package is handed to the courier.	Johannesburg, Pretoria, Cape Town, Durban and Port Elizabeth: delivery within 2-4 business days after dispatch.	Outlying towns and rural addresses may take 4-7 business days. We use trusted national couriers to reach every corner of the country.

SHIPPING RATES

Standard shipping — South Africa	R100
Orders over R1,000	Free
Express / same-day (JHB only, subject to availability)	R250

RETURNS

14-DAY EXCHANGE	HOW TO RETURN
If the fit or feel is not right, you may exchange unworn items with original tags attached within 14 days of delivery. We honour the code — quality first.	Email support@omerta.co.za with your order number and reason for return. We will send a return label and instructions. Return shipping is on us for defective or incorrect items.

01 REQUEST	02 PACK	03 COLLECT
Email support@omerta.co.za within 14 days with your order number.	Seal the item unworn, tags on, in its original Omertà packaging.	Our courier collects from your door. Exchange or refund confirmed on inspection.

CONDITIONS

- Items must be unworn, unwashed, and in original packaging.
- Sale items and accessories are final sale unless faulty.
- Exchanges are subject to stock availability.
- Refunds are processed to the original payment method within 5-7 business days.

FREQUENTLY ASKED

HOW LONG DOES DELIVERY TAKE IN SOUTH AFRICA?

Orders are dispatched within 1-2 business days from Johannesburg. Major cities receive delivery in 2-4 business days after dispatch, while regional and rural areas take 4-7 business days.

DO YOU DELIVER TO RURAL AREAS?

Yes. We use national couriers to reach every corner of South Africa. Rural deliveries may take 4-7 business days, and tracking is provided for all shipments.

HOW MUCH DOES SHIPPING COST?

Standard shipping is R100 nationwide. Orders over R1,000 qualify for free standard shipping. Express or same-day delivery in Johannesburg is R250, subject to availability.

CAN I TRACK MY ORDER?

A tracking number is sent to your email or WhatsApp the moment your package is handed to the courier.

WHAT IS YOUR RETURN POLICY?

We offer a 14-day exchange window. Items must be unworn, unwashed, and have original tags attached. Sale items and accessories are final sale unless faulty.

HOW DO I EXCHANGE AN ITEM?

Email support@omerta.co.za or WhatsApp 061 483 5842 with your order number within 14 days. We will send a return label and collection instructions.

WHEN WILL I RECEIVE MY REFUND?

Refunds are processed to the original payment method within 5-7 business days after the returned item passes inspection.

WHAT IF MY ORDER ARRIVES DAMAGED OR INCORRECT?

Contact us immediately with photos of the item and packaging. We will replace the item or issue a full refund, and cover all return shipping costs.

SUPPORT

SUPPORT HOURS

Monday - Friday

09:00 - 17:00 SAST

Saturday

10:00 - 14:00 SAST

Sunday & public holidays

Closed

Response time: within 24 hours on business days. WhatsApp replies are typically fastest during open hours.

Call or WhatsApp 061 483 5842 · support@omerta.co.za

Established 2026 · Respect the code. Wear the silence. Made in South Africa.