

Shipping Policy – South Africa

At VermiVital Worm Farm, we proudly offer a 100% Live Product Guarantee on all our VermiCast and worm orders!*

We currently dispatch live composting worms Monday to Friday, depending on stock levels and seasonal conditions. Orders are shipped across South Africa using trusted local couriers such as The Courier Guy, Dawn Wing, or Aramex, with delivery typically taking 2–3 working days once dispatched.

Express or Special Delivery Requests

If you require urgent delivery or have a special shipping request, please email us at support@vermivital.co.za.

Should you need your worms delivered within a specific time window, kindly:

- Contact us before placing your order, or
- Add a note in the Order Comments section when checking out online.

While we will do our best to accommodate special delivery requests, we cannot guarantee exact delivery dates due to courier schedules and conditions outside our control.

Operating Hours

We are available Monday to Friday from 08:00 to 17:00 via phone or email. On weekends, please reach out via email only as our phone lines are closed.

Shipping of Worm Kits & Composters

Our VermiVital Kits and Composting Units are shipped based on your provincial location, using regional couriers.

Please allow up to 7 working days for delivery, especially to outlying or rural areas.

Tracking Your Shipment

If you provide an email address when placing your order, you will receive a tracking number within 12 hours of dispatch.

Keep an eye on your inbox (and check your spam folder) for the tracking email.

Packaging

Our products and specifically our worms are packaged in breathable cotton bags and shipped in durable, eco-friendly cardboard boxes clearly marked LIVE WORMS / PERISHABLE.

If possible, inform your delivery driver that a live product is expected to ensure careful handling.

Live Arrival Guarantee

If your worms arrive and are not alive, please contact us within 48 hours of delivery via email or phone.

To process your replacement under our Live Product Guarantee, we may request:

- Photos of the worms,
- Photos of the packaging and box they arrived in.

As worms are a live product, we unfortunately cannot accept returns, as they will not survive a return trip.

Same Day Dispatch

Orders placed before 14:00 (2 PM) on a working day qualify for same-day shipping. Please note: This means your parcel will be dispatched the same day, not that it will arrive the same day.

Delivery will be completed within 2–3 business days depending on your location and the courier used.

Worm Species

We supply only the healthiest and most effective composting worms suited to South African conditions.

Our bed run worms include a mix of species that work across all layers of your compost, giving you faster, more balanced results.

Because they are naturally adaptable:

- Some species may dominate at certain times due to changes in temperature, moisture, or waste type.
- Each order may contain different ratios of worm species, but the ecosystem will naturally balance itself to meet your composting needs.

International Shipping

At this stage, we only ship within the borders of the Republic of South Africa.