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Sent: Saturday, May 16, 2020 9:05 AM
To: webmineral@gmail.com
Subject: e-commerce opening up

Hello everyone, we hope you are all doing ok wherever you are.

While today is day 51 of our lockdown in South Africa but we do finally have some good news.

E-commerce is finally allowed and by the looks of things we will soon be able to ship the orders we have put on reserve for many of you.

Our approach will however be cautious. We are going to start with the domestic shipping next week, those that have booked and paid for their specimens will take priority, thereafter everyone that has reserved specimens will be contacted to see if your still interested. If interested we will then be preparing the invoices and arranging the shipping.

Please note that the couriers themselves are still rushing to start up so it may take a few days to get the parcels collected and dispatched.

During the course of next week we will have a clearer picture on the courier's ability to ship internationally and how this will be done. Our focus here will be to not only understand the requirements from SA outbound but also to clarify the receiving countries requirements as well as getting confirmation that the parcels can clear and be delivered. With this knowledge we will then be in touch with our international clients that have reserved specimens following the same strategy.

It's important to us that we are 100% sure the goods can be shipped, cleared and delivered so we will take a little longer with the international orders just that we are 100% certain before getting in touch with you.

We have an established Covid protocol at home for both the handling, cleaning and packing of the specimens (yes even small business have to be aware and be careful), we may have to change some of the packing methods but this we will do, and we will ensure the products are properly handled and handed over to the courier in a safe and sanitary way.

Locally (South Africa) please note that you are required to wear a face mask and preferably disposable gloves when receiving the parcels – all legislative protocols are to be maintained please.

I am sure this is great news for many people, as a small South African e-commerce site we are super grateful to be allowed to get our products out again. We would like to assure you all that every precaution will be taken to ensure the safety of the goods we ship. Should you have any questions or suggestions we are very keen to hear from you as well info@capeminerals.co.za

Thank you for your patience over these trying times, this pandemic has and will continue to affect everyone in one way or the other and while it is tough, it is good to know the collector hobby is alive and well

Finally we have to get off all the doom & gloom for a bit and do some marketing.. If you haven't paid us a visit for a while, do go and have a look, we have a few heavily discounted surprises hidden all over the place, this is us saying thank you to everyone for their patience and support over the last few months.

Kind regards

Graham & Nicky at Cape Minerals