

1. Orders will be submitted for review after placement and approved/amended within 24 hours during business hours
2. Please mark orders as urgent if you need the materials within 7 days
3. Please try to consolidate orders and plan ahead for materials needed
4. General order-to-arrival timeline between X to X days depending on item availability
5. Please contact Kristen at kristen@payjoy.com or 079 869 2174 if you have any questions or feedback

ORDERING PROCESS



Login



Go to SHOP page and select items you wish to order.

Place ORDER REQUEST. Once you have added everything required to your order. Click on ORDER REQUEST in main menu.

You will be directed to order request page to fill in client & shipping details, etc

Once Order Request is placed, orders will be reviewed.
You will receive a notification once order is approved:

Pending Order / Awaiting approval

Thank you for your order request. It is being reviewed and you will be notified once approved.

Once order is approved, you will receive email:
(Should order be declined, you will receive an email notifying you accordingly)

Approved Order being Processed

Hi

Your order request has been converted to an order and is being processed.

Once order is complete and delivered, you will receive notification:

Order Complete and Delivered.

Hi

We have finished processing your order.