

## **Checkers Sixty60 launches new delivery guarantee – a SA retail first**

Checkers Sixty60 will now give customers their delivery for free if an order arrives more than 30 minutes after the estimated time of arrival. Delivery will also be free if an order contains fewer than 80% of a customer's first-choice products.

This Service Guarantee is a first in the South African on-demand grocery delivery space.

“Sixty60 is exceptionally confident in our ability to deliver the groceries shoppers want within 60 minutes. In South Africa this can be tricky at times given loadshedding-related traffic congestion, rainy weather and other challenges faced by drivers on the roads. Our north star is to make shopping effortless, and now we are giving customers the confidence to use Sixty60 no matter the weather,” explains Neil Schreuder, Chief Strategy Officer for the Shoprite Group.

Launched in November 2019, Sixty60 pioneered on-demand grocery delivery in South Africa.

With delivery in 60 minutes, at a fee of just R35, Checkers Sixty60 is the country's number one on-demand grocery delivery service. The app has been downloaded more than 3.1 million times and the service now delivers in more than 400 locations nationally. Sixty60 continues to grow, with sales surging 87% in the most recent reporting period to December 2022, on top of 250% in the prior period.

Sixty60 is South Africa's only on-demand grocery delivery service to offer in-store pricing including Xtra Savings [promotions and personalised rewards](#). Now with this new guarantee, if the service promise isn't upheld, the R35 delivery fee will be credited to a customer's Sixty60 wallet to be used against any future orders for a week after the original order.

A new tongue-in-cheek ad campaign has been launched to inform customers of the new Service Guarantee: [Introducing the #Sixty60 Service Guarantee | Delivery Showdown](#)

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