

Frequently Asked Questions

What is Checkers Sixty60?

It's a 60-minute grocery delivery service. Sixty60 allows you to conveniently shop over 7000 products from your smartphone and get your groceries delivered in 60 minutes.

Is Sixty60 available in my area?

Sixty60 is available in selected parts of South Africa. Please refer to our delivery areas map on our website.

How do I get the Checkers Sixty60 app?

Search for "Checkers Sixty60" in the Google Play Store (if you're an Android user) or via the App Store (if you're an iPhone user). Alternatively, please click on one of the badges below.

Are Checkers Sixty60's prices the same as in-store prices?

Yes, Sixty60's prices are identical to Checkers' low in-store prices.

Are Xtra Savings promotions available on Checkers Sixty60?

No, Xtra Savings promotions are available in-store only

Can I place an order on the website?

No, we do not have a website to shop online and the Checkers Sixty60 app does not work on a desktop or laptop computer. You need to download the Checkers Sixty60 app onto your smartphone to use this service.

What payment methods are accepted?

We accept Visa and Mastercard credit and chip-enabled debit cards. We do not accept cash, Diners Club or American Express cards at present.

Do I earn eBucks by shopping on Checkers Sixty60?

Yes, you will earn eBucks when shopping on Checkers Sixty60.

Can I link my Xtra Savings card to my Sixty60 profile?

Not yet, but watch this space.

What is the minimum order value?

Minimum order value is R20.

How much does delivery cost?

Our delivery fee is R35 per order.

What are Checkers Sixty60's operating hours?

We deliver from 8am daily (7 days a week). Our delivery time slots are displayed in the app and differ per area.

Can I place an order outside of Sixty60's operating hours?

Yes. If you place an order after hours your order will be scheduled for delivery the following day between 9am-10am. You can specify a later time slot if you'd prefer.

Can I place an order for delivery later today?

Yes. You can place an order in the morning and specify delivery later in the morning or afternoon.

Why have I been charged more than the value of my order?

We reserve an amount 15% higher than your order value. This reserved amount covers variable weight items (like meat and cheese) and replacements (alternative products you can choose if something's sold out). The amount will appear on the SMS your bank sends you and it will appear as a pending transaction in your bank account.

After your order has been delivered, this reserved amount will be reversed and replaced with the actual value of the goods delivered. The timing of this reversal is bank dependent, but usually takes 1–3 days. On the odd instance, we have encountered reversals taking 7-10 days.

Reversals are processed by your bank (not Checkers Sixty60). Please contact your bank if your reversal has not been successful within 10 days of receiving your delivery.

Will I be contacted if a product I've ordered is unavailable?

If you have selected "Contact Me" as your communication preference (in the event that a product is unavailable) we will contact you via the Sixty60 app. We will not call you.

We will send you a push notification. You will have 3 minutes to choose a replacement via the Sixty60 app. You can also cancel the product for a full refund.

In order for this push notification to work you have to enable notifications on your phone.

If you're an iPhone user:

1. Tap "Settings"
2. Tap "Sixty60"

3. Tap "Allow notifications"

If you're an Android user:

1. Tap "Settings"
2. Tap "Notifications"
3. Find Sixty60 and tap "Show notifications"

How is my Checkers Sixty60 order delivered?

Your order will be delivered by one of our drivers (on a motorbike), in a sealed Checkers Sixty60 brown grocery bag. Our bags are 100% recyclable and FSC approved.

How do I contact Checkers Sixty60?

You can reach us on 0800 00 6060 or email us at help@sixty60.co.za. Our Help Centre is available from 8am-6pm daily.

How do I report an issue with my order?

If you've experienced a product, delivery or driver-related issue, please follow these steps:

- 1.) Tap on "My Profile" in the app's bottom navigation bar.
- 2.) Tap "Orders".
- 3.) Tap on the order related to the issue.
- 4.) Tap "Submit an issue".
- 5.) Specify whether you've experienced a product, delivery or driver issue.
- 6.) Once completed, tap "Submit".