

الشروط والأحكام

سياسات البيع

- 1 The date of supply to the customer is not less than (6) business days from the date of the invoice.
- 2 Deliveries outside the areas where our branches are located are through the customer, and our responsibility is waived when receiving them from our warehouse.
- 3 The goods sold to the customer that are not available in stock and have been previously reserved after his approval are supplied upon arrival.
- 4 In the event of supplying the goods, our responsibility ends with the delivery of the goods to the customer's site gate and not to the site.
- 5 The maximum period for the goods sold to stay in our warehouse is 14 days from the date of the invoice, and storage fees are charged at 5% of the value of the product for each additional month after the specified period with a maximum of 60 days.
- 6 A refund of the invoice is made after 60 days of storing the goods sold in our warehouse, and the storage value due thereon is deducted (as described in condition 5) and the amount is returned to the customer.
- 7 The customer has the right to inspect the goods before receiving them. In principle, the goods were delivered intact and in factory condition, and no complaint of deficiency, breakage, scratch, defect, or the like will be accepted after receipt or installation (ceramic and porcelain products are excluded if there are manufacturing defects that were discovered during installation).
- 8 The service of installing dining tables is available within the Riyadh region only.

Exchange and Return Policies

- 1 Replacement or return shall be made only by presenting the original invoice and in the presence of the customer or his representative.
- 2 The customer is not entitled to return or exchange custom-made orders from the factory or products that were made to order.
- 3 When returning or exchanging the goods, they must be in their original condition and within the carton. No exchange or return is accepted if the original packaging of the product is opened.
- 4 Products are returned or replaced within 10 days (except for ceramic and porcelain products, and floor and wall solutions within 45 days) from the date of the invoice, whether the customer received them or stayed in our warehouses, and 10% of the invoice value is deducted for processing, loading, reservation or store the goods.
- 5 In the event of an exchange or return, the value of the return will be transferred to the customer within 6 working days, provided that the name of the customer mentioned in the invoice matches the name of the beneficiary in the transfer, and a new invoice will be issued with replacement goods in the event of exchange.

Warranty Policies

- 1 Warranty claims not accepted without invoice.
- 2 The warranty period for the products is listed in the (warranty) field next to each item in the invoice, noting that the period is in months.
- 3 The guarantee covers manufacturing defects only and does not cover damages resulting from misuse, improper installation, or the use of acidic substances, considering the warranty conditions attached to each product, and it is considered null when the products are used in places other than those designated for them or operated without the regulated operating requirements. Example but not limited to: Using products intended for internal use in outdoor locations.
- 4 The products subject to warranty are examined by the maintenance department to determine the cause of the malfunction and whether it is covered by the warranty, and the customer is informed of the result after the completion of the examination and obtaining approval from him for the procedure proposed by the maintenance and warranty department.
- 5 To ensure the safety and performance of the product, you must follow the instructions in the user manual attached to each product.

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