**Cancellation Policy**

**Cancellation and Refund Policy**

For any design, manufacturing, or assembly order customized to the customer's specifications, the customer shall not have the right to cancel the order. The customer is obligated to pay all amounts due under this order. In the event that the customer refuses to receive and accept this order on the date and time specified in the order, the order shall be deemed to have been delivered, and the company shall be entitled to claim all amounts due to it from the customer, in addition to expenses and fees, without any objection from the customer.

If the customer wishes to cancel the order two days before the delivery date, the customer shall bear a cancellation fee of 50% of the total order value. The company shall deduct this amount and send the remaining amount due to the customer within 15 business days of the cancellation.

If the customer wishes to cancel the order one day before the delivery date, the customer shall bear a cancellation fee of 75% of the total order value. The company shall deduct this amount and send the remaining amount due to the customer within 15 business days of the cancellation.

The customer shall not have the right to cancel the order on the same day as the delivery date. In such a case, the customer shall bear 100% of the total order value. The customer's agreement to this policy shall be deemed as acceptance of this clause. If the customer wishes to postpone the delivery of a paid order, they must contact the company to agree on a postponement, subject to the company's approval and without prejudice to its interests, and at an additional cost to be borne by the customer.

If the order is for special occasions (e.g., long weekends, February 25-26, Mother's Day, New Year's Eve, Garga'an, Eid al-Fitr, Eid al-Adha, and holidays related to these days or official holidays declared by the State), the customer shall have the right to cancel the order 4 days before the delivery date, and a cancellation fee of 25% of the total order value shall be deducted. The amount will be refunded to the customer within 15 business days.

If the order is for special occasions (e.g., long weekends, February 25-26, Mother's Day, New Year's Eve, Garga'an, Eid al-Fitr, Eid al-Adha, and holidays related to these days or official holidays declared by the State), the customer shall have the right to cancel the order 3 days before the delivery date, and a cancellation fee of 50% of the total order value shall be deducted. The amount will be refunded to the customer within 15 business days.

Any discount coupon codes, regardless of their type, are non-refundable and non-returnable.

In the event of a force majeure situation or adverse weather conditions that prevent the customer from receiving the order on the agreed delivery date, the delivery will be postponed for a period not exceeding 30 days, taking into account the time of order cancellation.

If the order agreed upon with the customer involves musical or entertainment bands, musical instruments, or DJ equipment for private celebrations, these services are only for family events and must comply with the rules, regulations, and public decency laws of the country. Service providers for musical bands, entertainers, and DJs have the right to refuse service if the environment does not meet these conditions and laws. The cancellation policy applies: canceling the order on the day of delivery incurs a cancellation fee equal to 100% of the total purchase amount made through the website, with no compensation to the customer.

If the delivery location is a public (non-private) place or a location that requires a special entry permit or license from a particular authority, whether governmental or non-governmental, and the customer fails to obtain the permit before the delivery date, the company has the right to cancel the order, and the aforementioned cancellation policy will apply, with the customer bearing 100% of the total order amount.