**FAQ's**

**Do I need to create a member account?**

You can browse our website and add items to your basket without creating an account and can place the order with guest checkout. But creating a member account will provide you with the following benefits:

* Make the Shopping process easier
* Save delivery addresses
* View all previous orders from your account
* Check your order status before it’s shipped

**What if I forget my password?**

Click on ‘Forgot Your Password’ available at the login/sign-up page. Enter your email address and click on ‘Reset Password’. A set of instructions will be sent to your registered email to reset your password. After your credentials have been verified, you will be able to create a new password.

**How can I update or edit my shipping/billing address details?**

First login and click on ‘My Account’. You will be able to edit/update the particulars in your account and save them for future orders. You can also update your password from there.

**How do I know that my order is placed or not?**

Nayel style eStore uses a highly precise automate email system. After successfully placing the order you will get a confirmation email at your valid email address within the time in which you will get your order summary/invoice with your order number. If you do not receive any email that means your order has not been successfully placed.

**Why does the item in my cart now say it is unavailable?**

Unfortunately, when you add items to your cart, this does not mean they are reserved. The items will be available for anyone to purchase until they have been checked out and purchased. If you receive an error stating you cannot check out due to an item being unavailable, you will need to remove this item from your cart in order to continue the checkout process. Please contact info@nayelstyle.com for support if needed.

**Can I cancel my order?**

Yes, you can cancel or change your order whilst you are still browsing and shopping, simply remove it and/or update from ‘Shopping Cart’.

However, once your order has been confirmed, it is not possible for you to change or cancel it before dispatch. In this instance the order will be sent to you and then if required you will have to return it. Please refer to our Returns Policy if you require further information.

**How can I pay on your site?**

At Nayel Style E-Store we have the following payment options:

1. Cash on Delivery (only in the UAE)
2. Online/Credit Card (Visa or Master Credit/ Debit)
3. Samsung Pay
4. Apple Pay

**How secure are my credit card and personal information?**

Your security while shopping online with Nayel is extremely important to us, and we have taken all reasonable measures to ensure that your credit card and personal details are kept safe at all times.

All pages that require you to enter your personal information or payment details on our site are secure, using SSL encryption. To ensure that the page you are viewing is secure, look for a padlock icon in your browser, this verifies the authenticity and validity of our website security.

**What currency do you use?**

All prices have a default display in Emirati Dirhams (AED).

**How long will my order take to be delivered?**

Shipping time within UAE is 2-4 working days and for other GCC countries is 7-10 working days.

**What courier services do you use for shipping?**

Shipments within the UAE will be dispatched by Skynet Express, Aramex & Getgive Courier services.

**What if I am not available at the time of order delivery?**

Our courier person will make two attempts to deliver a parcel to your provided address. Kindly ensure that a valid telephone number, address and postal code are mentioned clearly while placing an order. On the second failed attempt, the item will be returned to Nayel Style warehouse and you will get an email confirmation.

**How do I check the delivery status?**

After dispatch, you will be provided a Tracking number for your order through email. You can check your order status at https://www.nayelstyle.com/pages/order-tracking, just copy and paste your tracking number and track your order.