**Return and Exchange Policy**

Nayel style  strictly follows the terms and conditions mentioned below for return and exchange. Any dispute or claim arising out of or in connection with this website shall be governed and construed following the laws of the UAE.

At Nayel Style, we are committed to providing our valued customers with a seamless shopping experience. To ensure your satisfaction, please read and adhere to the following terms and conditions for returns and exchanges:

1. **Exchange Procedure:**

* Customers can exchange products from the Nayel Style Online Store once within 14 days from the date of order placement within the same category.
* Exchange is only possible within the same category, subject to stock availability.
* In the absence of stock, Nayel Style will issue a coupon for the same amount.
* For sale items, customers are required to pay the price difference as per the available price in the system for exchanges (If Any).
* Products must be in their original, unused condition, with a price label attached and accompanied by the invoice.
* All returns will undergo inspection by our Nayel Style Online warehouse quality control team. Items used, washed, mishandled, or not in their original condition will not be eligible for return or exchange.
* To initiate an exchange or return, please get in touch with our customer services department at Whatsapp 00971582129992 or email us at [Info@nayelstyle.com](mailto:Info@nayelstyle.com), stating the order ID and the reason for the exchange.
* Nayel reserves the right to reject returns and exchanges if proper care instructions are not followed.

1. **Refund Policy:**

* We do refund in exceptional cases and currently, we do not support a refund policy for cash-on-delivery **(COD)** orders. However, for COD a coupon of equal value will be issued for E-Store customers in exceptional cases where the desired item is unavailable in stock.
* The coupon will be valid for 7 days and can be redeemed only on the E-Store.
* For Paid orders, refunds will be done only through the Original Mode of Payment.
* When a refund is processed, a credit will automatically be applied to your credit card within 2 weeks. If you have not received a refund in the said period please check your bank account. It may take some time before the refund is posted. Sale items cannot be refunded.

1. **Return Procedure:**

* If you choose to return an order, inform our customer services department at 00971582129992 Whatsapp or email us at [Info@nayelstyle.com](mailto:Info@nayelstyle.com), clearly stating the reason for the return.
* Return the item(s) in their original packaging.
* All returns will be inspected upon arrival in our Nayel Style Online warehouse. Items not in their original state will not be considered for return.

1. **Damaged or Opened Parcel:**

* Customers are advised not to accept orders if the parcel is damaged or the seal is opened.

1. **City Without Nishat Outlet:**

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* In case of damaged or missing products, contact us immediately at 0097152 8250956 upon receiving the parcel.

 By purchasing on our website, you agree to abide by these return and exchange policies. Nayel Style reserves the right to update or modify these policies at any time. For any further clarification or assistance, please contact our customer services department.