

BI Structure Nike E-commerce: Comprehensive Policy Document

1. Company Information

Your Trusted Nike Specialist

About Us: BI Structure is an authorized retailer of 100% genuine Nike products in Pakistan. We aim to bridge the gap between premium international sportswear and local consumers through a seamless e-commerce experience.

Authenticity Guarantee: All products are sourced directly from Nike and come with official verification codes and tags to ensure 100% authenticity.

Operations: We are an online-exclusive store offering delivery services across Pakistan.

Contact Information:

- Phone: +92 336 7446641 (24/7 Support)
- Email: biststructure9211@gmail.com
- Live Chat: Available 24/7 on our website

2. Return & Refund Policy

Hassle-Free Returns

Return Window: Products can be returned within 30 days of delivery.

Return Conditions:

- Items must be unused, unwashed, and in original condition with tags attached.
- Products should be returned with original packaging.
- Proof of purchase is required for processing returns.

Return Process:

1. Contact our support team via call, email, or live chat.
2. Receive authorization and step-by-step return instructions.
3. Free pickup will be arranged in major cities.

BI Structure Nike E-commerce: Comprehensive Policy Document

Refunds:

- For Cash on Delivery (COD) orders: Refund via bank transfer within 5 business days post-inspection.
- For digital payments (coming soon): Reversed to original payment method within 7-10 business days.

Non-Returnable Items:

- Customized orders
- Used or damaged products

3. Shipping Policy

Nationwide Delivery

Service Area: We currently deliver across Pakistan. International shipping will be introduced soon.

Shipping Timelines:

- Order Processing: 24 to 48 business hours
- Delivery Timeline: 3 to 5 business days after dispatch

Tracking:

- SMS/Email notifications with tracking number
- Real-time updates available via our website

Shipping Fees: Currently, we offer free nationwide shipping.

Notes:

- Delivery may be delayed due to holidays or extreme weather.
- A signature is required upon receipt of delivery.

4. Payment Options

Secure Transactions

BI Structure Nike E-commerce: Comprehensive Policy Document

Current Payment Method:

- Cash on Delivery (COD): Pay the delivery agent in cash upon receipt

Upcoming Payment Options (Q4 2023):

- Credit/Debit Cards (Visa/Mastercard)
- Mobile Wallets (JazzCash, EasyPaisa)
- Bank Transfers

Security:

- Our website uses SSL encryption for secure transactions.
- Future digital payments will comply with PCI-DSS standards.

5. Account Management

Personalized Experience

Account Features:

- View and manage order history
- Save multiple shipping addresses
- Wishlist for favorite items
- Access to exclusive member deals

Self-Service Options:

- Password recovery via SMS/Email
- Manage your address book and preferences
- Opt-in or out of promotional emails

Data Security:

- All personal data is encrypted end-to-end.
- We do not share your information with third parties.

6. Website Technical Support

BI Structure Nike E-commerce: Comprehensive Policy Document

Seamless Browsing

Supported Browsers:

- Chrome, Firefox, Safari, and Edge (latest versions)

Mobile Experience:

- Fully responsive design for smartphones and tablets

Troubleshooting Tips:

- Page errors: Clear cache/cookies or try incognito mode
- Checkout issues: Ensure your browser is updated and disable ad-blockers
- Display problems: Use a stable connection (recommended >5 Mbps)

System Requirements:

- Mobile: Android 8+ / iOS 13+
- Recommended Screen Resolution: 1920x1080

7. Customer Service

Always Available

Support Channels:

- Phone: +92 336 7446641 (24/7)
- Email: bistructure9211@gmail.com (response within 24 hours)
- Live Chat: Instant support via our website

Operating Hours: 24/7 year-round

Resolution SLA:

- General queries: Under 4 hours
- Order-related issues: Under 2 hours
- Returns: Processed within 1 business day

BI Structure Nike E-commerce: Comprehensive Policy Document

Escalation Process:

- Complex queries will be escalated to the Senior Support Manager and handled via WhatsApp Business.

Authenticity Verification

Each item includes:

1. Nike holographic tag
2. Unique verification code (can be verified at nike.com/pk/authenticate)
3. BI Structure authenticity certificate included in the package

COVID-19 Measures

- Contactless delivery with OTP verification for safety
- Regular sanitization of our warehouses and packaging
- Extended return window during lockdowns

Future Enhancements (2023 Roadmap)

- Official mobile app for iOS and Android
- Reward-based loyalty program with access to exclusive launches
- AI-powered size recommendation assistant
- Try-before-you-buy service in selected metropolitan areas

Last Updated: June 27, 2025 | This document supersedes all previous communications

Verify this policy at: www.bistructure.com/policies