

Marjaah E-commerce Website Deliverables

1. Terms & Conditions

- Dedicated Terms & Conditions page.
- Accessible from the website footer.

2. Member / Company Information

- Business/organization name.
- Physical address.
- Email address.
- Phone number.
- Commercial registration number (e.g., MEC or equivalent).
- Preferably on a dedicated “About Us” page.

3. Product Information

- Clear product description.
- High-quality, non-pixelated product images.

4. Transparent Pricing

- Visible and consistent product prices.
- Clear breakdown of additional fees (delivery, tax, etc.) at checkout.

5. Delivery Terms

- Delivery fee details (T&C; + checkout page).
- Average delivery time in T&C.;
- Exact delivery time after order placement.
- Delivery options listed in T&C.;

6. Payment Terms & Fees

- List of all payment methods.
- Disclosure of any extra payment fees.
- Information about refund/reversal rules for card payments.

7. Order Cancellation

- Order cancellation policy.
- Defined cancellation deadline.

8. Return / Refund / Exchange

- Clear return, refund, and exchange policy.
- Steps customers must follow.
- Deadlines for returns/refunds.

9. Damages & Defects

- Clear damages/defects policy.
- Process for replacements/refunds for defective goods.

10. Warranty

- Warranty policy.
- Dedicated section explaining terms and processes.

11. Privacy Policy

- Dedicated Privacy Policy page.
- Accessible from footer.

12. Personal Data Consent

- Consent checkbox for storing/using personal data when creating an account or placing an order.
- SSL certificate enabled on login and payment pages.

13. Payment Data Security & Registration

- PCI-compliant payment gateway.
- Display commercial registration and commercial permit (CP).