

Shipping and Delivery

Syria E Mall aims to process and ship orders in a timely manner; however, all delivery times provided on the Platform are estimates only and are not guaranteed. Estimated delivery dates may vary based on factors such as product availability, shipping method selected, destination, carrier operations, weather conditions, and customs clearance procedures. By placing an order, you acknowledge that delivery timelines are approximate and may be subject to change.

Shipping services are fulfilled through third-party logistics providers and carriers. Once an order has been dispatched, Syria E Mall does not have direct control over the shipping process. As a result, we are not responsible for delays, losses, or delivery failures caused by shipping carriers, customs authorities, border inspections, or other circumstances beyond our reasonable control.

International shipments may be subject to customs inspections, import duties, taxes, or additional charges imposed by the destination country. Any such fees or delays related to customs processing are the sole responsibility of the customer. Syria E Mall is not liable for delays caused by customs clearance procedures or for orders held, returned, or confiscated by customs authorities.

Risk of loss and ownership of products pass to the customer upon handover of the shipment to the carrier, unless otherwise required by applicable law. Syria E Mall shall not be held responsible for delivery delays caused by incorrect or incomplete shipping information provided by the customer. It is the customer's responsibility to ensure that all delivery details are accurate at the time of order placement.

In the event of significant delivery issues, Syria E Mall may, at its discretion, assist customers in coordinating with the shipping carrier to resolve the matter; however, this assistance does not constitute acceptance of liability.

