MOBILY SHOP FAQs

Welcome to Mobily Shop FAQ section, hopefully you can ﬁnd below what are you looking for below.

# Where is my order

Mobily Shop customers can track their orders using the tracking link ([Here](https://shop.mobily.com.sa/track/)). Customers can view order status at any given time.

# How can I return a product?

Mobily Shop policy allows customers to cancel orders only before shipping. If item or order has been shipped then the customer cannot request for return or refund.

# How can I Cancel an order?

Mobily Shop customers can request the cancelation of orders by contacting us on one of following channels:

Mobily Support Portal ([Here](https://support.mobily.com.sa/)) Mobily Twitter ([Here](https://twitter.com/Mobily))

Mobily Facebook ([Here](https://www.facebook.com/mobily)) [info@mobily.com.sa](mailto:info@mobily.com.sa)

 Cancellation of orders can only be requested before the order status is changed to shipped.

Customers can view order status via Mobily Shop tracking page.

# How can I get a refund?

Mobily E-Shop customers can request for a refund by contacting us on one of following channels: Mobily Support Portal ([Here](https://support.mobily.com.sa/))

Mobily Twitter ([Here](https://shop.mobily.com.sa/faq/Twitter.com/mobily1100)) Mobily Facebook ([Here](https://shop.mobily.com.sa/faq/Facebook/mobily)) [info@mobily.com.sa](mailto:info@mobily.com.sa)

 Refund can only be requested before the order status is changed to shipped. Customers can view order status Via the Mobily Shop tracking page.

# What are the payment methods available on Mobily Shop?

For devices and accessories, Mobily Shop customers can pay using credit cards (Visa/ MasterCard) or Mada debit cards.

For customers purchasing SIM, Mobily Shop customers can only pay cash on delivery, due to eligbility/ﬁngerprint authentication before the purchase.

# Is cash on delivery available?

Cash on delivery is only available for Mobily Shop customers wishing to purchase a SIM card. There is no cash on delivery for customers purchasing a device or accessories.

# Are the prices listed on Mobily Shop inclusive of VAT?

It depends on the product type, at checkout the customer can see a breakdown of the total value whether including or excluding VAT and shipping fees.

# Can I edit my delivery address after order conﬁrmation?

Mobily Shop customer can change delivery address when the delivery agent contacts him. Customers are able to inform the agent with the desired new shipping destination.

# Can I change my phone number after order conﬁrmation?

Mobily Shop customers can change the contact number by contacting us on: Mobily Support Portal ([Here](https://support.mobily.com.sa/))

Mobily Twitter ([Here](https://shop.mobily.com.sa/faq/Twitter.com/mobily1100)) Mobily Facebook ([Here](https://shop.mobily.com.sa/faq/Facebook/mobily)) [info@mobily.com.sa](mailto:info@mobily.com.sa)

# Can I order a SIM and device at the same time?

Currently, Mobily Shop customers cannot order a SIM and a device at the same time. Each item needs a separate order Shopping cart.

# Can I buy more than one device?

Mobily Shop customers are able to order more than one device within the same order.

# How long it takes to deliver devices and SIMs?

Mobily Shop customers will deliver their shipment as below: Devices and SIM should take 1 working day.