Adoob IT Store - Overview

Adoob is an online IT and electronics retailer based in Riyadh, Saudi Arabia (founded 2015). We sell computers, laptops, smartphones, gaming gear, networking, smart home, and accessories. We serve consumers, freelancers, SMEs, and enterprises across the GCC.

Website: www.adoob.com | Email: support@adoob.com | Phone: +966 11 234 5678 (Sun-Thu 09:00-18:00 AST) | Live chat: daily 08:00-22:00 AST | Head office: King Fahd Road, Riyadh 12345, Saudi Arabia.

Returns, Exchanges & Refunds

Return Window

Standard products: 14 calendar days from the delivery date. Software and digital licences: non-returnable once activated. Consumables (ink, toner, batteries): non-returnable if opened. Enterprise / B2B orders: 7-day return window with an RMA form.

Return Conditions

Item must be unused, unregistered, and in original packaging with all accessories and manuals. Proof of purchase (order number or receipt) is required. Items with physical damage, liquid damage, or unauthorised repairs are rejected.

How to Return

Initiate the return via My Orders on the website or call support. Adoob provides free pickup for defective items; the customer pays shipping for change-of-mind returns. Inspection is completed within 3 business days of receipt.

Refund Timeline & Methods

Refunds are issued within 5-7 business days after inspection approval. Original payment method (card/bank): 5-7 business days. Adoob Store Credit: instant, with a 5% goodwill bonus on the refund amount. COD refunds: issued as bank transfer or store credit.

Exchanges

Exchanges for a different colour, size, or compatible model are processed as a return plus a new order. Price differences are charged or refunded accordingly.

Q: What is Adoob's return window?

A: 14 calendar days from the delivery date for standard products. Software/licences are non-returnable once activated. B2B orders have a 7-day window.

Q: Can I return an opened product?

A: Yes, if it is a standard product returned within 14 days in original condition. Consumables (ink, toner, batteries) and activated software cannot be returned once opened.

Q: How long does a refund take?

A: After inspection (3 business days), refunds process in 5-7 business days to the original payment method. Store credit refunds are instant.

Warranty

Standard Warranty by Category

Laptops & Desktops: 1-3 years manufacturer warranty (varies by brand). Smartphones & Tablets: 1 year. Monitors: 3 years. Networking: 1-3 years. Peripherals & Accessories: 1 year Adoob warranty. Refurbished products: 6 months Adoob warranty.

Adoob Shield (Extended Warranty)

Shield Basic: +1 year, costs 5% of product price. Shield Plus: +2 years + 1 accidental damage claim, costs 10%. Shield Pro: +3 years + 2 accidental claims + free loan device, costs 15%. Must be purchased within 30 days of the product purchase.

Warranty Claims

Contact support with your order number, serial number, and a description of the issue. In-warranty repair: free parts and labour, turnaround 5-10 business days. Out-of-warranty repair: a quote is provided before any work begins. On-site service is available for enterprise clients in Riyadh.

Q: Is my product covered by manufacturer warranty?

A: Yes. All new products carry the full manufacturer warranty listed on the product page. Refurbished products carry a 6-month Adoob-certified warranty.

Shipping & Delivery

Domestic (Saudi Arabia)

Standard delivery: 2-4 business days. Free on orders SAR 300+; SAR 25 for orders below that. Express (next business day): SAR 50 - available in Riyadh, Jeddah, Dammam. Same-day delivery: SAR 80, Riyadh only, order by 14:00 AST. Store pickup: Free, ready within 2 hours at our Riyadh flagship store.

International (GCC)

We ship to UAE, Kuwait, Bahrain, Qatar, and Oman. Delivery: 3-6 business days. Rates are calculated at checkout. Customs duties are the buyer's responsibility.

Q: How much does shipping cost?

A: Standard delivery is FREE for orders SAR 300 or more. Below SAR 300 it costs SAR 25. Express is SAR 50. Same-day (Riyadh) is SAR 80.

Q: Do you offer same-day delivery?

A: Yes, in Riyadh only. Order by 14:00 AST for SAR 80. Next-business-day express is available in Riyadh, Jeddah, and Dammam for SAR 50.

Ordering & Payment

Accepted payment methods: Visa, Mastercard, American Express, Mada, Apple Pay, Google Pay, Adoob Store Credit, Cash on Delivery (COD, up to SAR 2,000 in major cities). Installments via Tamara (3-6 months, 0% interest) and Tabby (4 equal payments, no interest) for eligible orders above SAR 500. All prices include 15% VAT.

Q: Can I pay in installments?

A: Yes. Tamara offers 3-6 month plans at 0% interest and Tabby splits the total into 4 equal payments. Both are available at checkout for eligible products above SAR 500.

Q: Is Cash on Delivery available?

A: Yes, for orders up to SAR 2,000 within major Saudi cities.

Adoob Rewards Loyalty Programme

Tiers & Earning Rate

Explorer (0-999 pts): 1 point per SAR 10 spent. Tech Enthusiast (1,000-4,999 pts): 1.5 pts per SAR 10 + early sale access. Pro Member (5,000-14,999 pts): 2 pts per SAR 10 + free express shipping + priority support. Elite (15,000+ pts): 3 pts per SAR 10 + dedicated account manager + exclusive events.

Bonus Points

Verified product review: 50 pts. Friend referral (completed purchase): 200 pts. Birthday month bonus: 100 pts. Social share of an Adoob product: 20 pts (max 3/month).

Redeeming Points

100 points = SAR 1 discount. Minimum redemption: 500 pts (SAR 5). Maximum: 20% of order value per transaction. Points cannot pay VAT or shipping. Points expire after 18 months of account inactivity.

Q: How do I redeem Adoob Rewards points?

A: At checkout, select 'Use Rewards Points'. 100 points = SAR 1. Minimum redemption is 500 points and you can use up to 20% of the order value.

Q: How do I earn Adoob Rewards points?

A: 1 point per SAR 10 on purchases (Explorer tier). Rate increases to 3 pts/SAR 10 at Elite. Bonus points for reviews (50), referrals (200), and birthday month (100).

Product Consultations & Appointments

Book a free 30-minute consultation with an IT specialist (60 min for enterprise). Services: Product Demo, Tech Consultation, Business IT Assessment, Gaming Setup Advice. Available Mon-Fri 09:00-17:00 AST, Sat 10:00-14:00 AST. Video consultations via Teams or Zoom. Walk-ins welcome at Riyadh flagship store.

Q: Can I book a product demo?

A: Yes. Use the chat assistant or visit www.adoob.com/appointments to book a free 30-minute demo. Available Mon-Fri 09:00-17:00 AST and Sat 10:00-14:00 AST.

Business & Corporate

Volume discounts from 5% on orders above SAR 10,000. Net-30/Net-60 payment terms for approved accounts. Dedicated account manager for accounts above SAR 100,000/year. Custom laptop/desktop configuration and imaging. Asset tagging and inventory assistance. On-site delivery and installation in Riyadh, Jeddah, Dammam. Students with valid university ID: 5% off laptops and tablets. NGOs: 10% institutional discount. Email discounts@adoob.com with supporting documents. To apply for a B2B account: email bizdev@adoob.com with company name, CR number, and annual IT spend.

Account & Security

Two-Factor Authentication (2FA) via SMS or authenticator app. PCI-DSS Level 1 certified payments via Checkout.com. All transactions protected by 3D Secure. SSL/TLS on all pages. Personal data is never sold to third parties. Data export or deletion requests: privacy@adoob.com.

Other Policies

Q: Does Adoob offer price matching?

A: Yes. If you find the same product cheaper at a GCC retailer within 7 days of purchase, contact support with a screenshot. We match the price and refund the difference.

Q: What is the 7-day price protection?

A: If the same item drops in price on www.adoob.com within 7 days of your purchase, contact support for a store credit refund of the difference.

Q: How do I cancel an order?

A: Orders can be cancelled within 2 hours of placement if not yet dispatched. Go to My Orders and select Cancel. After dispatch, use the return process.

Q: How do I track my order?

A: A tracking link is sent by email and SMS once your order ships. You can also track via My Orders on the website or app.

Q: What if I receive a wrong or damaged item?

A: Contact support within 48 hours of delivery with photos. We arrange a free return pickup and send the correct item at no extra charge.

Sustainability & Recycling

Free device collection at our Riyadh store for responsible recycling. Trade-in programme: store credit for working smartphones, laptops, tablets. 80% of packaging is recycled or biodegradable. One tree planted per 50 orders shipped (Green Fleet programme). Energy Star certified products are highlighted on product pages.