
3. SHIPPING & DELIVERY POLICY

3.1. Place an order

3.2. Adding Multiple shipping address

3.3. Shipping Methods & Charges

3.4. Assigned Shipping Partner for your order

3.5. Our Packaging

3.6. Your order status

3.7. Track your order

3.8. Shipping & Delivery Timelines

3.9. Multiple Shipments for the same order

3.10. Digital products delivery

3.11. Pickup and Drop off location

3.12. FAQs

3.1. Place an order

Placing an order on Tila.com is very simple and easy.

- Log in to your Tila.com account using your registered email address and password. If you do not have an account yet, click here [\(Hyperlink\)](#) on how to register on Tila.com.
- Search or browse for the item you are looking for
- Check the product details, images, specifications, videos, and customer reviews.
- Choose the item and click on “Add to Cart”.
- Select the address where you would like the items delivered to. If you are buying from Tila for the first time, then fill in your shipping address details
- Select the payment method and complete your purchase by clicking “Place Order”.
- You will receive an order number and we will send you a confirmation email and SMS with the order details.
- In the order confirmation email, you will get a link to track the status of your order.

3.2. Adding Multiple shipping addresses

- We would like to deliver the product wherever you want. It can be to your home, office, relative or friend’s place if the shipping address is within KSA. You can add multiple addresses to your account in advance or you may add them at the time of check out. Once you add the item to your shopping cart, you can see “Shipping Address” option.
- If you already updated the account with a shipping address earlier, then it will be shown.
- In case you want to ship the item to a different address other than the address you already have on your account, you can choose “Add new Address” option to add the address where you would like your order to be delivered.

- You can also select an address as “Default Shipping Address” where you want most of your orders to be delivered.
- You can label your address like “Home”, “Office”, “friend” etc.
- Please select the preferred address in which you would like to ship the product.

3.3. Shipping Methods & Charges

In Tila, we have 2 options for shipping:

- **Express Shipping:** Delivery within 24hrs. (This service is currently applicable only in Riyadh, Jeddah and Dammam)for customers residing in the same cities. Express service attracts a delivery charge of **25 SAR** per shipment.
- **Standard Shipping:** Delivery in 2 to 3 working days for Riyadh, Jeddah and Dammam. 4 to 5 working days for other places in KSA. **In case your item is sourced from an international seller, it can take more than 5 days. Please refer to the delivery timeline on the checkout page.**

Note: Cash on Delivery (COD) have 15 SAR Fee as cash handling charges in addition to the shipping Fee.

3.4. Assigned Shipping Partner for your order

At Tila we have our own inhouse delivery teams, we also work with all the leading shipping partners like Aramex, Fetchr, Naqel & SMSA etc. Depending on the type of items in your order and your delivery location, our Tila system will automatically assign a shipping partner for your order. Having multiple partners helps us serve you better.

3.5. Our Packaging

We care for the environment and most of our product packaging materials are made from 100% recycled materials. We pay a lot of attention in having secured packaging for your item. All the products which you buy from us are well protected and comes with Anti-theft seal with Tila branding on it. This is to give you full assurance that you receive the product in the same condition as we shipped it.

3.6. Your order status

Your order will be delivered by the expected date specified on your order. The expected delivery date is the date on or before which you can reasonably expect the item to arrive at your preferred shipping address.

You'll see an expected delivery date for each shipment on the order summary, just before you place your order. The expected delivery date will also appear in My Orders section of your account after you've placed your order. To view the estimated delivery date for your order, do the following:

1. Log in to Tila.com account using your registered email address and password.
2. Click on your name displayed on the top right-hand corner of the page.
3. Click on My Orders.
4. Locate your order. The screen will show you the orders placed in last 6 months by default.
5. Expected delivery date shall be displayed below the Order details tab.

Note: If your order has not arrived on or before the expected delivery date at your preferred shipping address, please get in touch with Customer Service team for further assistance.

3.7. Track your order

Tracking your order is very easy in Tila. You can use the link sent to you via SMS on your registered mobile phone number or on your registered email address to track where your order currently is. Additionally, you can also login to your Tila.com account to track your orders as follows:

1. Log in to Tila.com account using your registered email address and password.
2. Click on your name displayed on the top right-hand corner of the page.
3. Click on My Order from the drop-down menu.
4. The screen will show you the orders placed in last 6 months by default.
5. Locate your order on the screen.
6. Click on Track Shipment against the shipment you want to know the status of.
7. The pop-up screen will show where the order currently is along with a shipment tracking number for your reference.

3.8. Shipping & Delivery Timelines

We have our own inhouse delivery team as well as shipping partners to have a wide coverage of the Kingdom of Saudi Arabia to serve your orders. Our shipping cost and delivery timelines will depend on how far your location is from any of our Fulfillment centers in Riyadh, Jeddah & Dammam. At the checkout time, based on your order & delivery location, shipping cost and delivery timelines will be clearly mentioned on the checkout page.

This is how you can check the shipping cost and delivery timelines of your order:

1. Select Proceed to Checkout.
2. Select or add your shipping address.
3. Select a shipping service (Express or standard) and continue.
4. Select a payment method.

The total Shipping cost & Cash on Delivery fees (if you opt for Cash on Delivery) will be listed under the Order Summary.

3.9. Multiple Shipments for the same order

We have our own inventories in Riyadh, Jeddah and Dammam as well as inventories from Marketplace Sellers from across the country. There might be a scenario in which you buy multiple items in one single order. If these items are not in one fulfillment center, then multiple shipments will get initiated from our end. You will be notified of this before you proceed to checkout. If all the items which you buy are from one fulfillment center, then you will be charged only one shipping fee.

3.10. Digital products delivery

Digital products like Software, Games & Media will be delivered instantly via email. Please verify the item with your order before accessing them. Once you access them, refund is not possible anymore. Refund can be processed only when we deliver a wrong item. For wrong items, we will proceed to a complete refund of this item as per our Return Policy.

3.11. Pickup and Drop off location

We have strategic partnership with SMSA and Meed convenience stores to facilitate you with pick up and drop off facility. At the time of purchase, you can select the nearest pick up point from the drop-down Menu. You can access all the pickup drop off location [here](#). (Hyperlink of all the pick and drop off address)

Pickup and Drop off locations are helpful for you to visit there at your convenience. Also, for customers for whom there is no one at the delivery address during day time to receive the shipment then these locations are helpful. You can use the same address to drop-off your warranty related items or returns after getting confirmation from our end. You need to provide an acknowledgement copy from Tila for Warranty or Returns so that SMSA or Meed can accept your item(s).

3.12. FAQs

Can I select the shipping company for my orders?

We are using latest shipping technologies to serve you quickly and efficiently, and that's why only Tila systems are assigning shipping companies. Depending on the type of product you buy and your delivery location, our Tila system will automatically assign a shipping partner for your order. Our experience and strong delivery timeline with shipping partners will help us serve you better.

Can I cancel the order after the order is placed?

If the order is not shipped by us, it can be cancelled. If the order has already been shipped and you don't want the shipment, you can return it as per our Return Policy.

Can I change the shipping address after placing the order?

Yes, it is possible to change if it is not shipped to the original address before you raise this request. Just contact our customer service team that can assist you in this matter.

Do you refund the shipping fee for returns?

If the returns qualify under our return policy, then shipping fees will get refunded to you.

I selected Cash on Delivery. Can I make credit card payment at the time of delivery?

Not all our courier partners can accept the card payment at the time of the delivery. The courier partners who can accept the credit/debit card payment will ask for your preference before you pay them Cash.

I opted for Standard shipping. Can I change this to express shipping after placing the order?

If the order is not yet processed at the time of your request, then will do our best upgrading to express shipping. You will be prompted to make the additional payment for express shipping. To avail this option you shall reach out to customer support.

Can I change the delivery time?

Once we assign a courier, courier person will contact you before the delivery. You convey the preferred delivery time. If they can accommodate the change in the same day, then will do it. Otherwise courier person will deliver the item next day on your preferred time.

What should I do, if my order is not delivered as per the delivery timelines?

It is very rare that an order is not delivered on time. In such cases you can contact our customer support and share the details. We will coordinate with respective courier partner and provide you with updates about this delivery.

Item was not available in the pickup location. What should I do?

Once the item arrives in the pickup location, you will receive an intimation via email and SMS. We advise you to go there and check only after receiving these communications from our end. Incase still you are not finding the item in the pickup location then please contact our customer support via call or email.

Can I add an International Shipping address for my purchases?

We do understand that in some occasions you would like to buy from Tila and gift your relatives or friends outside Saudi Arabia. Currently, we cover only deliveries within the Kingdom of Saudi Arabia.

Do you provide Free Shipping?

Yes. All orders above 100 SAR are eligible for free shipping.

Will I receive a call before the delivery?

We communicate the delivery schedule by email and SMS. Once we assign a courier, courier person will contact you before the delivery. In case you wish to change your delivery time then please call our customer support.

Can I add more items to my order and still receive it at the same time?

Once the order is placed you can't add additional items to the same order. We request you to purchase the required item as a new order. If the item location and shipping location are same and bought at the same time, there is a high probability to receive the item together on a same day.

Do I need to pay VAT at the time of the delivery?

We already included the VAT in our product pricing. So, you don't need to pay VAT at the time of the delivery.

Why is there an additional charge for Cash on Delivery?

Our courier partners collect a small cash handling charge if you opt for Cash on Delivery. In case you already have a credit card or debit card then we advise you to make online payment to save on Cash on Delivery charges.

Do I need to pay any additional charges for using credit card?

There are no extra charges for using Credit or Debit card for purchases in Tila.

What if the item I receive was damaged?

We normally take great care in our packaging. It is very rare for the item to get damaged in transit. In case you received a damaged item then please contact our customer support via email or call and provide the details. We will collect the item back and provide you refund or replacement.