

Shipping of the order from Alahas Diamante App is safe, secure and hassle free. All shipments are insured by our Insurance partner. Every package of product (Jewelry) purchased from alahasdiamante.com will reach to your doorstep in a durable condition and in a tamper-proof packing. Our courier partner is Fed-Ex and the shipping AWB no is provided after we ship the order via Email.

### **Shipping Charges:**

We ship all order through trusted courier partner Fed-Ex and is chargeable depending upon destination country. The same shall be added in checkout process in billing and shipping information page.

### **Import Taxes and Duties:**

We ship the products from Dubai after completing all export documentation, however all shipments undergo custom clearance in each destination country. The custom clearance team of Fed-ex will complete all custom clearance formalities and if customer is liable to pay any import duty and taxes the same shall be informed by Fed-ex team to customer before delivery. Customer need to pay such amount before the taking the delivery. It is thereby advice to all our customers to check their country import rules, duties and taxes before placing the order.

### **Delivery to Identified Person**

Customer have to enter the correct details of Consignee / Recipient Name (as it is stated in their photo identification that is approved by the Government) with complete Address, nearby landmark, postal code and contact number for hassle free delivery.

As the product reaches the destination, at the time of delivery, the recipient will have to provide any of the government recognized below identity proofs or address proof to collect the product:

We make sure that delivery is made with the help of courier agent after checking the identity proof of the recipient and the courier agent confirms the same. To make sure that the delivery is safe and secured, the courier agent will note down details of the recipient's identity proof. During this process, the receiver is expected to cooperate with the agent by providing with original copies of identity proof.

**Delivery Location:**

Orders can be delivered to only Residential, Commercial Location only. The delivery of the orders cannot be done to any public places like Mall, Hotel, Restaurant, Hostel, On Road etc.

If at all the recipient is unavailable during the time of delivery, Courier Company will try making 3 attempts to deliver the product. In case you are still not reachable/ available, the same will be returned to our office from where the product has been dispatched (Dubai). In case customer does not accept the delivery the return shipping charges along with Import duty in Dubai will be borne by customer and same shall be deducted from customer amount. So please make sure your availability during delivery of the shipment.

[www.alahasdiamante.com](http://www.alahasdiamante.com) holds the right to change this policy at any time without prior notice. In the event that any changes are made, the revised policy shall be posted on this website.