

Introduction & Mission

Joiya Shopping Store is committed to providing a seamless and secure shopping experience to customers. Our mission is to ensure satisfaction through quality products, reliable delivery, and responsive customer service.

Privacy Policy

We respect our customers' privacy. Personal data is collected only for order processing, communication, and legal compliance. Data is never sold or misused.

Shipping & Delivery Policy

Orders are processed within 24-48 hours. Standard delivery time is 3-7 business days. Delays may occur due to external factors. Tracking is provided for all orders.

Return & Refund Policy

Customers may request returns within 7 days of delivery if the item is defective or not as described. Refunds are processed after inspection.

Payment Policy

We accept credit/debit cards, bank transfers, and mobile wallets. All transactions are secured using SSL encryption. Orders are confirmed upon successful payment.

Customer Service Policy

Customer support is available via email, phone, and live chat from 9am to 9pm, 7 days a week. We aim to respond to all inquiries within 24 hours.

Product Listing & Pricing Policy

All product details, including descriptions and prices, are kept accurate and up-to-date. Joiya reserves the right to change pricing at any time with prior notice.

Security Policy

We implement strong cybersecurity practices to protect our site and customer information, including regular audits and encrypted databases.

Terms of Use

Use of our website implies acceptance of our terms and policies. Misuse of the platform, including fraudulent orders or spamming, will result in account termination.

Code of Conduct & Ethics

All employees and partners of Joiya Shopping Store are expected to uphold integrity, fairness, and transparency in all business dealings.