**DELIVERY/ SHIPPING POLICY**

At The 4X4LIFE.SHOP, we strive to provide you with the best shopping experience, including seamless and efficient shipping services. Below you will find all the essential details regarding our shipping processes to help you stay informed and make your purchasing decisions with confidence.

For physical items, we currently offer delivery services to all Emirates within the UAE. Whether you're located in Dubai or Al Ain, we've got you covered.

All items will be delivered from our Dubai warehouse.

For Digital items like game voucher, we will deliver it to your email which you typed in our website when placing the order. If you didn’t receive it in 15 mins after successful made the payment, please check your junk mail box and double check your typed email is correct or not. Contact our support team [support@4x4life.shop](mailto:support@4x4life.shop) by providing the order# if you still have issue of receiving the game voucher/code.

Shipping Destinations:

We currently offer delivery services to all Emirates within the UAE. Whether you're located in Dubai or Al Ain, we've got you covered.

Shipping Timeframe:

|  |  |
| --- | --- |
| Standard Shipping | |
| Emirates | Delivery Remarks |
| Dubai | Same day delivery for orders placed before 9 AM GST & next day delivery for orders placed after 9 AM GST |
| Abu Dhabi, Sharjah, Ajman, Al Ain, Ras Al Khaimah | Next day delivery |
| Umm Al Quwain, Fujairah, Remote Areas (Madina Sayet , Al Ruwais) | Within 2-3 days |
|  |  |
| Standard Delivery Fee | No additional cost for orders above AED 300, and a charge of AED 20 for orders below AED 300 |
| Express Shipping | |
| Emirates | Delivery Remarks |
| Dubai | Delivered within 4 hours from the time of placing the order. (Orders placed between 9:00 AM to 6:00 PM GST) |
|  |  |
| Express Delivery Fee | Available on all orders above AED 100 in Dubai for an additional cost of AED 19. |

**CANCELLATION AND REFUND POLICY**

For Physical items, we accept returns within 5 days of receipt, only if their delivery packaging has not been opened or the products are damaged or wrong product. Please notify us and return the box in its original packaging. In such instances, we will endeavor to send you another or refund the payment.

We can only accept returns of products that have not been tampered with, are sealed and remain in the original packaging. If all these conditions are met, please ship your products back to us (you can contact our support team [support@4x4life.shop](mailto:support@4x4life.shop) for obtain our address) using a registered courier service and we will issue a full refund. Please note that we reserve the right to refuse any returned shipments if the product has been used or tampered with. Shipping & Handling fees are non-refundable.

Refunds will be done only through the Original Mode of Payment.

For Physical Items, customer can cancel their order within 24 hours; refunds will be made back to the payment solution used initially by the customer. Please allow for up to 45days for the refund transfer to be completed.

For digital item like game vouchers, due to its nature we don’t accept any refund or return to other products.