Refund Policy

.Our Refund Policy details the conditions, eligibility, process, and time frame for refund requests

Introduction

Purpose
Outline the key policies for return, refunds and terms of Service

Importance
.Ensuring customer Satisfaction and Legal Compliance

Refund Policy Overview

Scope
Applies to all purchases made through (S.S.Lootah) Online store

Returns

Eligibility
- .Item must be unused and in original condition
- .Must be in original packaging

Time Frame
Returns accepted within 7 days of Purchase (As per UAE law)

Proof of Purchase
Required for returns

Refunds

Process
- .Inspection upon receipt
- .Notification of approval or Rejection

Refund Method
Original Payment Method

Processing time
.Depend on Card issuer's policies

Shipping For Returns

Costs
Customer responsible for return shipping cost

Non-refundable Shipping costs
.Original Shipping costs are not refundable

Defective/Damaged Items
.Company covers shipping for exchanges

Non-Refundable Items

Custom Orders
.Not Eligible for return

Sale Item
Non-Refundable

Contact Information For Return

: Contact us On

. Contact us On

- Automated Chat Bot on our Website
- Email
- Land Number
- WhatsApp
- Hotline Number

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