

Shipping, Complaints, Cancellations and Return/Refund Policy

Shipping

1. Domestic shipping

- a. We deliver orders from within Pakistan using reputable courier companies such as _____. We also deliver domestically using our own riders.
- b. We will deliver your order to the address that you provide when placing the order on our website within ____ days of placing the order. This timeline is only tentative and we shall not be liable for any delays arising out of any events outside our reasonable control.

2. International shipping:

- a. We deliver orders outside of Pakistan using reputable courier companies such as _____.
- b. We will deliver your order to the address that you provide when placing the order on our website within ____ days of placing the order, however this might take longer due to circumstances outside of our control and we shall not be held liable for any such delays.
- c. You may be required to pay customs, duties or other taxes upon receipt of goods received by you that have been shipped from Pakistan.

Complaints

For any complaints or queries in relation to this website, our products or service, you can contact us on this number _____ or on this email _____. We shall use our best endeavors to respond to your complaints or queries within ___ days of receipt.

In case of a complaint for any defective or incorrect product, you must ensure that you share proper and complete evidence of receiving an incorrect or defective product such as receipts, pictures and videos.

Cancellations

You may cancel any order within ____ hours of placement. Post expiry of the aforementioned period, no cancellation requests shall be entertained by us.

Returns, Exchanges and Refunds

1. We operate a no return, exchange and no refund policy except where the goods you receive are different from what you have ordered on our website or defective or damaged.
2. All goods being returned need to be sent by courier to _____.
3. We only accept returns of goods within _____ days of you placing an order through our website.
4. Goods that are returned to us must be in a condition that they can be sold again.
5. We will credit any refund for any goods returned and that are in a saleable condition within ____ days of receipt of the goods by us.
6. Instead of a refund, we may also provide you with store credit so that you can exchange the goods you want to return to purchase any other items from our website of the same value.
7. You will be responsible for paying for your own shipping costs for returning any goods. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.