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RETURN & EXCHANGE - <RESTAURANTS>

We are happy to assist you and attend to your queries.

Exchange due to the perishable nature of our products, we do not accept returns. If you are not satisfied with your purchase, you must contact us within a day of receiving your order. We reserve the right to limit returns and exchanges, and can only offer one replacement per consumer.

In case of cancellation or change of order please note any change in order must be notified to us within an hour on the same business day. If it is outside this timetable, we cannot guarantee a change or cancellation.

For more information, please do not hesitate to contact us on the contact numbers shown on our website.

RETURN & EXCHANGE - <PHYSICAL PRODUCTS>

Customers can raise a request to return new products if they wish to do so, or when they are not satisfied with the product, or because there is a defect in it, within 7 days from the date of receiving the order.

To raise a return request, please contact us through the following contacts

- Phone *****
- E-mail *****

Exceptions:- products that have been damaged as a result of misuse, such as scratches, or malfunctions caused by the use of wrong voltage, or the loss of some parts of the product (such as the manual, accessories ...).

Item must be in its original box upon return, with manual and all accessories included.

Warranty refunds, exchanges and repairs require original proof of purchase.

One of our customer service representatives will contact you to confirm the return request, after completing the process of inspecting the product to ensure that it is free of defects.

The refund process begins once the returned product is agreed to match the terms of the return, and the refund is made within 14 days depending on the payment method used.

RETURN & EXCHANGE - <SERVICES>

If canceled before 72 hours, the buyer will be refunded in full through the original payment method of the purchase.

Refunds will only be made through the original payment method used for the purchase

RETURN & EXCHANGE - <DIGITAL GOODS>

Refunds will only be made through the original payment method used for the purchase.

Refunds apply if website.com does not deliver the goods to the buyer at the shipping address/email/user dashboard.. For digital/virtual products purchased, refunds are applicable if, for any reason due to website.com, do not deliver the requested product to the buyer if the product is not valid.

SHIPPING POLICY - <RESTAURANTS>

Delivery time within 30 to 45 minutes

The speed and accuracy of delivery depends on the information you fill in when registering on our website, so please make sure to provide us with a valid mobile phone number in order to contact you when delivering your order

SHIPPING POLICY - <PHYSICAL GOODS>

The products are delivered using companies specialized in delivering orders within the kingdom of Saudi Arabia within a period not exceeding five working days, without calculating holidays and vacations, according to the policies of the shipping companies.

In the event that the order reaches the address specified by you and it is not possible to receive it, please contact customer service and set another date for the delivery of the order. The demand.

Waal perfumes company disclaims any responsibility for any order that has not been delivered within 30 days from the date of the order.

We are also pleased to inform you that the official working days are from Sunday to Thursday, and that delivery is not available on Fridays, holidays and public holidays.

SHIPPING POLICY - <SERVICES>

Services are provided to you according to the pre-agreed period of time when purchasing the service, and it is subject to the agreement and the information included when ordering the service.

SHIPPING POLICY - <DIGITAL GOODS>

Digital or virtual products will be delivered to the user's registered email account and no physical delivery will be required unless the receipt is physically requested.

The user will be able to login to their registered account and download or view the purchased digital product

The user agrees and acknowledges that they have read the merchant, issuer or publisher description, restrictions, terms and conditions, and system requirements for any product prior to making a purchase.

Instructions and terms are available before the checkout page and are supported by links to the terms and conditions of the publisher, exporters or merchants.

Customers should carefully read the manual or "before use" instructions for each purchased product before using the product.