

# **SHIPPING, CANCELLATION, AND REFUND POLICY**

## **CANCELLATION PRIOR TO SHIPMENT**

If you cancel your order(s) before it ships from our warehouse, you will not be charged any additional fees. We require a cancellation request to be submitted by emailing us at [enquiry@sailajah.com](mailto:enquiry@sailajah.com)

Once the cancellation request is received, a full refund will be initiated. We would advise a cancellation request within 12 hours upon your order submission in order for a cancellation prior to goods shipment

## **RETURN POLICY**

The following are the policies to be eligible for return requests after shipment/ receipt of goods:

Orders are returnable within 7 working days starting from the day the goods are delivered to you if they are incorrect, damaged or defective.

Only items that have been purchased directly from sailajah.com. Online Store can be eligible for a return.

Any sailajah.com Online Store product purchased through other retailers is not eligible for this policy and must be in accordance with the respective retailers' returns and refunds policy.

Goods are eligible for a return if the following are applied:

### **Incorrect:**

The item is not the item you ordered. Wrong size or the colour is different from what is indicated on the order summary, or there are missing items inside the packaging.

### **Damaged:**

The items is found to be damaged upon receipt. Items has been tampered/refurbished or modified. Customers will be responsible for all shipping charges to return goods. Returns are applicable only for a complete sailajah.com ,Online Store product.

Returned items must meet the following requirements:

- The item must be shipped back to us within 7 working days upon receipt. (as proved by the postal or courier receipt).
- You have proof of purchase (order invoice number and receipt).
- Item must be in new condition and returned in its original packaging and free gifts

received with it. All packaging must be unused, unmarked and not defaced in any manner.

- Item must be returned in the original box (or with, at least, suitable packaging) to protect the Product from damage during return delivery.

Change of order and cancellation of order will not be permitted once payment has been confirmed. Any cancellations due to a change of mind will not be accepted.

We reserve the right to reject any cancellation, refund that deemed unfit or unreasonable.

## **REFUND POLICY**

Your full refund will be issued once we have received and examined the returned goods at our return center. Once the returned goods fulfil **our return policy**, the full refund will be initiated. The method of refund will be processed depending on your original payment method:

- Online Bank Transfer, full refunds will be credited into your bank account via online bank transfer, which should be posted within 3-5 working days.
- Credit card refunds services, refunds will be sent to the card-issuing bank. Kindly

contact your card-issuing bank with regards to the duration of the credit refunds.

## **SHIPPING POLICY**

### **Shipping Address**

We will only ship to addresses provided in the billing address or shipment address provided during your purchase.

Please ensure correct addresses and reachable phone number are provided when completing your order. We do not ship to P.O Boxes(Post-Office Box) and only to valid legitimate shipping addresses.

We will not be liable in the event of an incorrect shipping address is provided and goods are returned to us.

All re-delivery of goods to you will be charged for a associated shipping charges which will be disclosed upon request for a second delivery attempt.

**Change In Shipping Address**

If you have any request for change of shipping address, please email us at [enquiry@sailajah.com](mailto:enquiry@sailajah.com) within 12 hours upon your order submission.

If request of change in shipping address is made after 24 hours upon order confirmation, customers will be responsible for any associated shipping charges.

**Shipping Time**

It typically takes between 2-3 working days (Monday to Friday) for goods to arrive at your destination. The shipment will be delivered during office hours between 9:00 am to 5:00 pm weekdays/weekend except public holiday.

**Tracking Number**

Once goods leave our warehouse and are picked up by our shipping partner, the tracking ID for the package will be communicated to you via email and updated on your member's account.