



C.R. 1232493

www.althouqalfareed.com

Terms and Conditions

AI THOUQ AL FAREED TRD

Payment Information

Al Thouq Al Fareed accepts payment by many different means which include credit cards, debit cards, cheques, or by bank transfers. We will not accept liability for any charges made by banks for bank transfer services. When you place an order, you are making an offer to buy goods or services. We will send you a confirmation to confirm that we have received your order.

Advance payment should be 70% of the total invoice price to confirm the order.

The balance amount should be paid immediately after the delivery of the project and the final invoice is issued.

Delivery Services and Charges

Delivery option	Price	Delivery service
Standard delivery	Free	Standard delivery is free on all orders in Muscat. Delivery made in 2-4 days
Standard delivery	Customer	Standard delivery on orders outside Muscat will be charged for.

Delivery Considerations

Deliveries are made on your requested day approximately between the hours of 8 am to 6 pm. It is important to check the packaging for any visual damage to the goods and sign for your order on arrival. If you are unfortunate enough to receive damaged goods or there are missing items, please make sure it is noted on the courier's paperwork. We also strongly suggest that you contact us directly as soon as possible to make sure we are aware of the problem. A Single order may be split into multiple shipments, depending on the availability of the item and/or weight limits for parcels by the courier/postal company. The cardholder should be aware of the possibility that multiple shipments may result in multiple postings to the cardholder's monthly statement.

Al Thouq Al Fareed will be liable and not responsible for any consequential losses through late delivery or non-availability of goods.

Returns and cancellations

We are sure you will be pleased with your purchase from us, we pride ourselves in supplying top-quality goods and perfect installation services at great value. However, sometimes things

don't go to plan and we understand that people change their minds. If necessary, you can cancel your full order with us at any time up to 14 days after the day of confirming the order for a refund of your products minus a 40% restocking fee. After 14 days of order confirmation, it is not acceptable to cancel the order under any circumstances and the full advance payment will charge. If you wish to return any goods you must ensure that they are packaged adequately to protect against damage. If you have opened any boxes to examine the product we recommend that you take care with the packaging and try not to damage it as it is specifically designed for the product. If you fail to take reasonable care of the goods before they are returned to us, and these result in damage or deterioration, we will charge accordingly. If you wish to cancel your order within 14 days you must return the goods to us at your own expense. All returns must be accompanied by a valid returns authorization number which can be obtained from our office.

In case the customer request service only without supplying products, the consumables required for installation cost will charge fully to the customer if the customer cancels the request.

Please note – the rules of the above returns do not apply to bespoke products, those products made to your specifications or any product that is cut from a roll to your required measurements.

Manufacturing fault claims

Manufacturing faults are very rare but do occasionally happen. To avoid unnecessary delays and inconvenience to you it is important to check each board before installation to make sure you have the right product and to check it is without fault or damage. If you are unfortunate enough to notice a fault before installation, please contact us as soon as possible. We will deal with the matter as soon as possible and in accordance with your legal rights. If, after installation, you are unfortunate enough for the product to develop a fault arising from the manufacturing process please raise the issue to us to act without delay and arrange an onsite inspection.

Other information

Before you place an order it is important that you check the manufacturer's specification details for suitability of their intended purpose. If you are unsure about the suitability of the goods then please ask us. Al Thouq Al Fareed cannot guarantee the colors/patterns match from a computer monitor. Therefore, it is recommended you view the product in person, either in our showroom or via a sample which we can provide you upon request.

Installation Service

Al Thouq Al Fareed takes great pride in our installation teams, all our registered fitters have to act professionally and respectfully at all times and we demand all services to be of the highest standards. Once we have processed your order, we will contact you to arrange a mutually convenient date for the installation of your new project.

We want to make sure your installation goes as smoothly as possible and to facilitate this, please ensure that all rooms are cleared of furniture and old floor coverings, that the subfloor has been fully prepared, and the removal of any wires and cables, etc. Every reasonable precaution will be taken to protect the property on which the installer will be working. All reasonable care will be taken to prevent damage to internal fittings and decorations, please make sure the location is

suitable before the installation is carried out. Al Thouq Al Fareed cannot be held responsible for any consequential losses due to the cancellation of agreed dates by the Client.

Privacy and security

We realize how important it is to securely store any information that you provide. Therefore we maintain the highest levels of security. All information gathered including any information given at the time of ordering is collected lawfully. Your privacy is of the highest importance to us, and we promise never to release your details to any outside company for mailing or marketing purposes.

The Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the updated copy will share on our website. Modifications will be effective on the day we shared.

If you have a privacy query, please contact us.

Disclaimer

The information is provided by Al Thouq Al Fareed to keep the information up-to-date and correct, if by mistake we misinform you about the completeness, accuracy, reliability, suitability, or availability with respect to the website or the information, pricing, products, services, or related graphics contained on the website for any purpose, we will not be liable to supply that item to you, provided that we notify you before we dispatch the item to you. In those circumstances, we will notify the correct information to you so you can decide whether or not you wish to order the item.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with.

Updated: Jun 2023