



Sales Return Policy
for Excess/Unwanted Materials

1. Exceptions: The following products cannot be returned:
 - a. Products requiring controlled storage conditions.
 - b. Special orders of non-stock items and products custom made by our principals in the UAE or abroad, or by us locally to the required lengths, shapes, sizes, colors, etc.

2. Sales return conditions for products other than those covered under item 1 above:
 - a. We accept return of unused products within 30 days following the date of purchase / delivery of the product.
 - b. The returned product must be unused, in its original unopened packaging, with any seal or wrapping intact and any labels still attached and otherwise in a condition enabling us to re-sell the product.
 - c. The product and/or the packaging shall not show any signs of damage, misuse, mis-handling, leaks and marks making it unsuitable for re-sale.
 - d. For products with expiry dates (other than those under item '1.a' above), the returned product must have a minimum of 6 months shelf life remaining.
 - e. Copies of all documentation pertaining to the original sale, such as purchase orders, invoices, etc must be provided with the returned products.
 - f. The returned product(s) must be delivered to our stores.
 - g. Upon delivery, returned products will be inspected by our staff, who will have the sole discretion to accept or reject the returned goods. Products, or parts thereof, not accepted shall be taken back by the buyer.

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