

Save in Gold

Shipping and Delivery Policy

SHIPPING & DELIVERY POLICY

This Shipping & Delivery Policy is part of our Terms and Conditions ("Terms") and should be therefore read alongside our main Terms: <http://www.saveingold.ae/legal>. Please carefully review our Shipping & Delivery Policy when purchasing our products. This policy will apply to any order you place with us.

WHAT ARE MY SHIPPING AND DELIVERY OPTIONS?

In-Store Pickup

In-store pickup is available for all products. Pickups are available Saturday-Friday, 9AM-8PM. an email confirmation will be sent to you when your order is ready for pickup

We offer various shipping options. In some cases a third-party supplier may be managing our inventory and will be responsible for shipping your products.

Shipping Fees

We offer shipping at the following rates:

Next day delivery from 9AM to 8PM will cost 35aed.

All times and dates given for delivery of the products are given in good faith but are estimates only.

Once your order is ready, we will send an email with your tracking information.

Delivery to Identified Person

Customer have to enter the correct details of Consignee / Recipient Name (as it is stated in their photo identification that is approved by the Government) with complete Address, nearby landmark, postal code and contact number for hassle free delivery.

As the product reaches the destination, at the time of delivery, the recipient will have to provide any of the government recognized identity proofs or address proof to collect the product (Emirates ID, Passport or Driving License).

We make sure that delivery is made with the help of courier agent after checking the identity proof of the recipient and the courier agent confirms the same. To make sure that the delivery is safe and secured, the courier agent will note down details of the recipient's identity proof. During this process, the receiver is expected to cooperate with the agent by providing with original copies of identity proof.

Delivery Location:

Orders can be delivered to only Residential & Commercial Location only. The delivery of the orders cannot be done to any public places like Mall, Hotel, Restaurant, Hostel, On Road etc.

If at all the recipient is unavailable during the time of delivery, Courier Company will try to make 3 attempts to deliver the product. In case you are still not reachable/ available, the same will be returned to our office from where the product has been dispatched (Dubai). In case customer does not accept the delivery the return shipping charges along with Import duty in Dubai will be borne by

customer and same shall be deducted from customer amount. So please make sure your availability during delivery of the shipment.

INTERNATIONAL DELIVERY?

We do not offer international shipping.

WHAT HAPPENS IF MY ORDER IS DELAYED?

If delivery is delayed for any reason we will let you know as soon as possible and will advise you of a revised estimated date for delivery.

FORCE MAJEURE

For the purposes of this clause, Force Majeure Event means any event that is reasonably beyond the control of COMPANY and which prevents or substantially delays COMPANY from carrying out any of its obligations under these Terms and Conditions.

Consequences of Force Majeure Event

- a. upon the occurrence of any Force Majeure Event the Parties shall consult with the aim of safeguarding the Commodities; and
- b. if COMPANY is delayed or prevented from carrying out any of its obligations under this policy due to the Force Majeure Event:
- c. COMPANY shall be excused from such obligation or obligations to the extent it is so delayed or prevented; and
- d. if the event is such that COMPANY will not be able to perform its obligations or prevents the performance of its obligations for more than one month, COMPANY shall be entitled to terminate its obligations hereunder and under any outstanding Trade and/or Contract.

QUESTIONS ABOUT RETURNS?

If you have questions about returns, please review our Return Policy:
<http://www.saveingold.ae/legal>.

HOW CAN YOU CONTACT US ABOUT THIS POLICY?

If you have any further questions or comments, you may contact us by:

Phone: +971 56 168 1738

Email: info@saveingold.ae