

# Terms & Conditions

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Please read the following terms and conditions carefully. Issuing the invoice, receiving the goods, or completing payment shall be considered a final acceptance of all the terms stated below:

1. Delivery is not available for invoices below SAR 5,000.
2. Goods will be unloaded by crane in front of the site only, not inside the premises.
3. The customer must inspect the goods for color, model, size, quantity, and condition before installation. We are not responsible after installation, and no claims will be accepted.
4. Breakage claims will not be accepted after two days from receiving the goods.
5. In case of color or size differences, goods must be returned before installation, in original condition and packaging, and without damage.
6. In case of invoice cancellation or return, 15% will be deducted for handling and transportation, with the original invoice, and goods returned to the warehouse.
7. Excess quantity returns are accepted up to 10% within 30 days from the invoice date, with the original invoice.
8. Refunds are issued only to the invoice holder by bank transfer. Credit card fees apply if paid by card. Refunds are processed within one month and issued within five days.
9. A SAR 300 transportation fee applies in case of return or invoice cancellation.
10. We are not responsible for goods uncollected from the warehouse for more than 45 days, and they cannot be cancelled, exchanged, or returned.
11. Discounted items cannot be returned or exchanged once approved.
12. Cut or custom-sized goods cannot be returned under any circumstances.
13. Laser-cut ceramic and porcelain tiles must be installed using plastic spacers to prevent damage after installation.
14. International standards allow minor size or curvature tolerances that do not affect installation.
15. Marble is a natural material and may vary in appearance.
16. Customers must inspect marble before final approval.
17. Cut marble cannot be returned, and inspection must be done before approval.
18. Delivery is limited to Dammam and surrounding areas, with unloading in front of the site entrance only.
19. For cancellation of reserved and paid invoices, 10% is deducted after two weeks and 20% after one month. Full payment is required for reservation.
20. For any exchange, the customer bears all transportation and preparation costs. Reserved or agreed items cannot be exchanged if out of stock.
21. Second-grade goods are non-returnable and non-exchangeable.
22. Goods stored for more than 30 days incur 10% storage fees based on invoice value.
23. Goods from Jeddah or Riyadh warehouses will be delivered within 7-10 working days.
24. We are not obligated to provide the same product if unavailable due to stock depletion or production changes.