

## **CUSTOMER SERVICE TERMS**

Last Updated: July 2025

At Al-Noor Bazaar, we are committed to providing as best as we could customer service before, during, and after your purchase. These Customer Service Terms explain how we support you and what you can expect when interacting with our team.

### **Customer Support Hours:**

Our customer service team is available to assist you during the following business hours:

- Saturday - Thursday: 10:00 am – 6:00 PM
- Friday & Holidays: Closed
- We aim to respond to all inquiries within 24 - 48 hours

### **Ways to Contact Us:**

You can reach us through email [info@alnoorbazaar.com](mailto:info@alnoorbazaar.com), Tel: +92 312 517 1827, Live Chat & WhatsApp

### **Support Services Offered:**

We provide assistance with:

- Product questions and recommendations
- Order placement and tracking
- Shipping and delivery updates
- Exchanges, returns and warranty issues
- Reporting damaged or missing items
- Assembly guidance and instructions (when applicable)

### **Service Quality Commitment:**

We strive to:

- Treat every customer with respect and courtesy
- Offer accurate, helpful, and timely information
- Resolve issues efficiently and fairly
- Continuously improve based on your feedback

### **Customer Responsibilities:**

To help us serve you better, please:

- Provide accurate and complete full name, contact number and order information number
- Check emails for order confirmations and updates
- Inspect items upon delivery and report any issues within 48 hours
- Keep order numbers or reference IDs handy when contacting us

**Limitations:**

While we will always do our best to resolve your concerns, please note:

- Some services (like returns or replacements) may have eligibility and inspection requirements
- Response times may vary during peak seasons, backlog orders or holidays
- Abusive, threatening, or inappropriate behavior will have zero tolerance and may be reported to legal or law enforcement authorities as necessary

**Feedback and Complaints:**

We value your feedback. If you are not satisfied with the service you received, please let us know with your feedback at [info@alnoorbazaar.com](mailto:info@alnoorbazaar.com). We'll do our best to make things right.

**Changes to These Terms:**

We may update these Customer Service Terms as needed. The latest version will always be posted on our website.

**Contact Us:**

Have questions?

Reach out to our support team at [info@alnoorbazaar.com](mailto:info@alnoorbazaar.com) or at +92 312 517 1827

-- Thank You --