

## **DELIVERY INFORMATION OR TERMS**

Last Updated: July 2025

At Al-Noor Bazaar, we aim to deliver your ordered products safely and on time. These Delivery Terms explain how our shipping and delivery process works, what you can expect, and what responsibilities you have as a customer.

### **Delivery Areas:**

We currently deliver to:

- Local areas such Islamabad and Rawalpindi
- For remote or other areas, additional charges or extended delivery time may apply.

### **Delivery Timeframes:**

Estimated delivery times:

- Standard Items (ready and available products): 1-2 working days (local)
- Made-to-Order or Custom Furniture: 3 -5 working days
- Pre-Orders/Backorders: Times will be provided on the product page or order confirmation.
- Delivery times are **\*\*ESTIMATES ONLY\*\*** and may vary based on availability, location, logistics conditions etc.

### **Shipping Costs:**

- Shipping fees will be displayed at checkout based on your location and the items ordered in your cart.
- Free delivery may apply on orders above 25k, unless otherwise stated.
- Any applicable taxes, duties, or customs fees (for international deliveries) are the responsibility of the customer.

### **Delivery Process:**

- Deliveries are made during standard business hours, Monday to Thursday.
- You'll receive tracking information once your order is shipped.
- Large or bulky items may require scheduled delivery. Our team or delivery partner will contact you to arrange a suitable date and time.

**Receiving Your Delivery:**

Please ensure:

- Someone is available to receive and inspect the delivery and present an ID verification.
- The delivery address must be correct with contact details and location is accessible and clear.
- You inspect all items upon arrival. Report any visible damage or missing parts within 48 hours to [info@alnoorbazaar.com](mailto:info@alnoorbazaar.com) or at +92 312 517 1827.

**Missed Deliveries & Redelivery:**

If a delivery attempt fails due to:

- No one being available at the address,
- Incorrect address information, or
- Inaccessible delivery location,
- We may charge a **\*\*redelivery fee\*\*** and may take additional time to deliver, so always double-check your address and be available at the agreed delivery time.

**Delays and Force Majeure:**

We are not responsible for delays caused by events outside our control, including weather, transport disruptions, strikes, road blockings, electricity issue, pandemics or natural disasters. We will notify you promptly if a delay occurs or you may contact us after the standard or given delivery timeframe.

**Assembly Services (If Offered):**

If we offer assembly services:

- It must be selected at checkout or arranged in advance. No on-spot service request will be entertained.
- An additional fee may apply.
- The space must be clear and ready for assembly.

**Contact Us:**

Questions about your delivery? Reach out to our customer service team:

- Email: [info@alnoorbazaar.com](mailto:info@alnoorbazaar.com)
- Phone: +92 312 517 1827
- Live Chat: Available during business hours on our website.

-- Thank You --