

FREQUENTLY ASKED QUESTIONS (FAQ)

Al-Noor Bazaar

Online Furniture and Accessories Store

1. What types of furniture do you sell?

We offer a wide range of residential, commercial furniture including interior design services. Our products range from small kids furniture to luxury furnishings for home and commercial properties. We also provide custom-made products depending on availability.

2. How do I place an order?

You can place your order directly on our website. Just browse our products, select the item(s) you want, add them to your cart, and proceed to checkout. Need help? Contact our customer service team anytime at +92 312 517 1827.

3. Do I need an account to place an order?

No, you can check out as a guest. However, creating an account allows you to track orders, save favorites, and speed up future checkouts.

4. What payment methods do you accept?

We accept:

- Credit/debit cards (Visa, MasterCard), Cash-on-Delivery (COD)
 - Bank Transfer, easypaisa, Jazzcash
 - Payoneer and PayPal (for international customers)
- All payments are processed securely and will be shared with official electronic receipt.

5. How much does delivery cost?

Delivery fees depend on your location and the size of your order. Shipping costs are calculated at checkout. We may offer free delivery for orders above 25k.

6. How long does delivery take?

Standard delivery typically takes 2-3 working days in local area. Custom or pre-ordered items may take longer. Exact delivery time will be shown at checkout or in your mobile number or at confirmation email.

7. Can I track my order?

Yes, once your order ships, you'll receive a tracking link via email or SMS. You can also log in to your account to track your order status.

8. Do you offer furniture assembly?

Yes, we offer optional assembly services on selected items. This service can be added at checkout (fees may apply). Details will be listed on the product page if available.

9. What is your return policy?

You may return eligible items within 7 days of delivery. Items must be in unused condition and original packaging, must be re-sellable condition. Some exclusions apply (e.g., custom furniture, clearance items).

10. What if my item arrives damaged?

Please inspect your delivery upon arrival. No return or refund will be applicable after the clearance of items at the time of delivery. If you notice any damage, contact us within 48 hours with photos, and details, we'll arrange for a replacement or refund, depending upon the availability.

11. Can I cancel or change my order?

Orders can be canceled or changed only before they are shipped. Contact us as soon as possible to make any changes. Custom-made items may not be eligible for cancellation once production has started.

12. Do you offer warranties?

Yes, most of our furniture comes with a 1-year warranty against manufacturing defects.

13. How can I contact customer service?

You can reach us via: Email: info@alnoorbazaar.com, Phone: +92 312 517 1827. **Live Chat: **
Available during business hours on our website

--- Thank You ---