

REMANOOR – Refund & Return Policy

At REMANOOR, customer satisfaction is important to us. Due to the nature of perfumes, cosmetics, and skincare products, specific conditions apply to returns, exchanges, and refunds in accordance with hygiene standards and UAE consumer protection regulations.

Store Name	REMANOOR
Business Activity	Perfumes, Cosmetics & Skincare Trading
Country	United Arab Emirates
Email	remanoor86@gmail.com
Phone	+971558202838
Trade License Number	1434609

1. Return Eligibility

Customers may request a return or exchange within 7 days from the delivery date only if the item is damaged, defective, incorrect, or significantly different from the ordered product.

2. Non-Returnable Items

For hygiene and safety reasons, opened, used, or tested perfumes, cosmetics, skincare products, and personal care items cannot be returned or exchanged.

3. Product Condition Requirements

Returned products must be unused, unopened, and in their original packaging with all accessories, seals, labels, and invoices included.

4. Damaged or Incorrect Orders

If a customer receives a damaged or incorrect item, they must contact REMANOOR within 48 hours of delivery and provide clear photos of the issue for review.

5. Refund Process

Approved refunds will be processed using the original payment method whenever possible. Refund processing times may vary depending on banks and payment providers.

6. Shipping Fees

Shipping fees are non-refundable unless the return is due to an error caused by REMANOOR, such as sending the wrong or defective product.

7. Order Cancellation

Orders may only be cancelled before shipment confirmation. Once the order has been shipped, cancellation requests cannot be guaranteed.

8. Refused Deliveries

If a customer refuses delivery without a valid reason, REMANOOR reserves the right to deduct shipping and handling fees from any applicable refund.

9. Allergy & Skin Reactions Disclaimer

Customers are responsible for reviewing product ingredients before purchase. REMANOOR is not responsible for allergic reactions, sensitivities, or misuse of products.

10. Fraud Prevention

REMANOOR reserves the right to refuse returns, refunds, or exchanges in cases of suspected abuse, fraud, or violation of this policy.

11. Contact Information

For refund or return requests, customers may contact REMANOOR via email at remanoor86@gmail.com or by phone at +971558202838.
