

Damenkom Policy for Returns and Refunds

I Role of Damenkom and Responsibilities:

Damenkom is a brand established to restore customer trust in online shopping. Damenkom aims to protect consumers from poor shopping experiences when purchasing products under the Damenkom guarantee.

Damenkom protects the consumer and raises awareness about their rights, as well as assists in resolving disputes between sellers and consumers.

We confirm that the products in question are free of defects, and if any defect is found, Dozn – one of the leading electronics companies and a specialist in after-sales services, installation, maintenance, and operation of electronics, gaming devices, and home appliances – will handle the issue. Dozn is an authorized service center for many global companies in Saudi Arabia, such as Sony, Hitachi, Samsung, Hisense, Philips, and Panasonic.

It has 11 branches across Saudi Arabia, and it guarantees handling any defects in the products by following the return process where applicable. You may visit any of their branches across Saudi Arabia.

II Products Not Eligible for Return:

- Men's undergarments, men's socks
- Women's socks
- Personal care devices: electric shavers, electric hair removal devices, hair dryers, hair straighteners, personal scales, steam devices, medical supplies, massagers, dental care products, beauty products, cosmetics, skincare and hair care products, face protectors, soaps, shampoos, and shower gels
- Cars: car fresheners and cleaners

- Sports: personal use products such as adhesive tapes and sports belts
- Pet products, supplies, food, and medicines

III When Can a Product Be Returned?

A customer may return the entire order or a product from a multi-product order under the following conditions:

- Products with defects
- Products that do not match the advertised specifications
- Previously used products
- Non-consumable products: Consumable products are those with a limited quantity or that are visibly used with each use. Examples: liquids, adhesive tapes, sprays, and pastes.

❖ **Return Rules and Steps:**

- The return request must be submitted within 7 days (maximum) from the product's delivery date by contacting Damenkom through the official website <https://damenkom.com> and filling out the following form: <https://damenkom.com/ksa-request>.
- If a customer service representative is unable to contact you, the return process cannot be completed, and the form will need to be resubmitted within a maximum of 7 days from the delivery date.
- The purchase invoice, product packaging, and all accessories must be available.
- The product must be in its original condition with all packaging, including brand labels, boxes, packaging, warranty cards, and other accessories intact.
- The reason for the return must be valid based on the aforementioned conditions and does not include a change of mind.

❖ Return and Refund Process:

Before initiating a return request on Damenkom's website, ensure that the product:

- Has not been damaged while in your possession.
- Is unused, unwashed, clean, and free from stains, and that return tags (where applicable) are intact.
- Is the same product that was delivered to you.
- If the product was delivered broken, used, or incomplete (visible defect), the request must be submitted within 48 hours of receiving the product.

To request a refund for the purchased product, the following steps must be followed:

- Provide details of the issue.
- Submit a photo of the purchase invoice, packaging, and all product accessories.
- Provide a video or images of the product from multiple angles.
- The customer service representative may request additional details, such as the page from which the purchase was made or a conversation with the seller.

- A customer service representative will contact you within **24 hours** to provide details on the return and refund process, as follows:

- ❖ **Steps for return and refund through Dozn:**

- Visit the nearest Dozn branch.
- You will hand over the product to Dozn, and the product will be inspected. If there is a functional issue, Dozn will repair the product and restore it to its original condition, if desired. If repair is not possible or you do not wish to repair the product, you can return the product to the branch.
- The returned product will be inspected, and the reason for the return will be reviewed. You will also need to provide your complete banking details (IBAN, account holder's name, and bank name).
- These details will be forwarded to the relevant department for processing the refund.

The full amount will be refunded within 5 business days after delivering the product to one of Dozn's branches. If the product is not delivered, the refund process cannot be completed.

For prepaid or installment-based orders, the refund will be issued using the same payment method that was used by the customer.