

Emex DWC - Terms & Conditions

"We run an e-commerce website at www.emexdwc.ae and would love for you to use it. Our service is designed to give you the best experience possible and to ensure that everything you order gets to you on time."

Terms of Service

Please read this Agreement carefully before using the website. By accessing or using any part of the website, you agree to be bound by the terms and conditions of this Agreement. If you do not agree to all terms and conditions of this Agreement, you may not access the website or use any of its services. These terms and conditions are considered an offer by Emexdwc.ae, and acceptance is expressly limited to these terms.

The website is available only to individuals who are at least 18 years old.

If you find a Emexdwc.ae page that you believe violates our Terms of Service, please contact us through sales@emexdwc.ae.

1. Your Emexdwc Account

If you create an account on our website, you are responsible for maintaining the security of your account by choosing a strong password and keeping it private. You are fully responsible for all activities that occur through your account and all other actions in connection with the account. You must immediately notify Emexdwc of any unauthorized use of your account or other breaches of security. Emexdwc will not be liable for any acts or omissions by you, including damages of any kind incurred as a result of such acts or omissions. Your account at emexdwc.ae is free of cost and you will only be charged for items that you order.

2. Payment

You can pay by Credit Card, Debit Card, or Cash on Delivery. Our Payment Gateway is fully secure and uses encrypted processing.

3. Orders & Deliveries

Emexdwc strives to provide its customers with an efficient and easy-to-use order and delivery service.

To assist its customers, Emexdwc strives to provide accurate stock information on its website; however this information is a guide and should not be relied on as order confirmation.

While we try hard to ensure that all deliveries take place on time, elements such as traffic, weather and, on occasion, fulfillment delays may contribute to delays in delivery.

All Goods supplied by us are subject to availability. We reserve the right in the event that we cannot supply you with the Goods that you have ordered, to supply you with substitute goods of equivalent or matching quality.

A 'Special Order' is an order of a product that is not held in stock by us and is therefore ordered and/or manufactured specifically as per your request. Payment in full is required for such Special Orders at the time the Special Order is placed with us.

Emexdwc will bill your credit card as soon as you place your order with us. This is our policy to ensure that we can deliver to you on time. On occasion, a product may become unavailable after processing your order and billing your credit card; if so, we will provide you with two options: consider an alternative product/brand of the same quality or accept a refund if we are unable to determine when the product will be back in stock. It may take up to 15 days for a refund to be credited to your card.

Same day delivery is only available to certain areas.

For the goods that are purchased, ready for shipment and stored with the Emexdwc for more than one month, a payment of 100% will be debited from your account.

Buyers who come together to get additional discount - we work with one representative and the goods will be shipped only by his instructions, to certain carriers and destinations (specified by you).

All financial calculations within a group are maintained by you independently. Mutual fund can be credited to your account from various sources (indicated by you), with a customer logo provided.

The delivery is made by the shipping company (only specified by you).

Transfer of ownership of the goods from Emexdwc to you takes place in the carrier's warehouse (previously specified by you).

When the carrier signs the documents confirming the delivery of the Order, or when the Goods are received by you (depending on the conditions of work with you).

4. Returns

We really hope that you're happy with your purchase!

If you should change your mind and wish to return anything you have bought from Emexdwc we'll be happy to refund or exchange a product providing it's returned within its specified return period, is in fully resalable condition, and it is returned in its original, undamaged packaging.

Electronic products and special orders cannot be exchanged or refunded.

Emexdwc has a 30-day return policy for most items; however, specific return periods might apply for certain kinds of items. Some items cannot be returned unless there is a problem with their manufacturer or quality.

If the product returned is not in fully resaleable condition or the packaging is damaged, we reserve the right to refuse to refund or else deduct up to 25% of the original selling price from your refund amount.

Refunds can be credited only to the original card used for purchase. It may take up to 15 days for a refund to be credited back to your card.

To make a return, first contact us through our Contact form. Once we have the details, we will instruct you on how to send the item back to us, and we'll process your return.

5. Warranties

We hope that your purchase does not cause you any problems.

Emexdwc does not expressly provide a warranty for the products that it sells.

Warranties are provided only by the product manufacturer, if applicable.

However, if a product is not functioning at the time of purchase, we will endeavor to replace it as soon as possible or offer you a full refund.

In most cases, Emexdwc sources its products directly or indirectly through authorized distributors. However, from time to time, Emexdwc may import products directly from other markets or sell products imported by others that may not be supported by local distributor

9. Gathering of personal identifying Information

Certain visitors to Emexdwc websites choose to interact with Emexdwc in a manner that requires us to gather personal identifying information. The amount and type of information that Emexdwc gathers depends on the nature of the interaction. For example, we ask visitors who sign up for an account to provide a username and email address. Those who engage in transactions with Emexdwc are asked to provide additional information, including (as necessary) personal and financial information required to process transactions. In each case, Emexdwc collects such information only to the extent necessary or appropriate to fulfill the purpose of the visitor's interaction with Emexdwc does not disclose personal identifying information other than as described below. Visitors can always refuse to supply personal identifying information, with the understanding that it may prevent them from engaging in certain website-related activities.

23. Governing Law

Except to the extent that applicable law, if any, provides otherwise, this Agreement and any access to or use of the website will be governed by the laws of Dubai and the United Arab Emirates applicable therein.