

Delivery Policy

a- Merchandises would be delivered to the address nominated by the cardholder who visited the site to buy.

b- The address must:-

1- Match the address mentioned by the visitor in the personal information.

2- It cannot be, under any circumstances, -

Public work address – public place such as: lobby hotel, hospital reception, entrance of a Building etc...

3- Match the same address nominated on the National Identification Number.

c- The cardholder who requested the merchandise must:-

1- Have a National ID.

2- The cardholder must sign receiving the merchandise submitting that it matches his or her request.

3- The cardholder must sign his or her full name.

d- A photo copy of the National ID would be attached to the purchase documents and on Which the customer would sign his full name indicating that he received the merchandise Sound and as he requested, also the card number used in the purchase would be Presented form matching the records in the order.



فاكس: ٢٥٧٧٠٠٩٥ - ٢٥٧٨٦٧٩٦ (+٢٠٢)

ت: ٢٥٧٥٧٢١٥ (+٢٠٢) ١٤ خط

(ش.م.م) - رأين المال المصدر ٢٠,٠٠٠,٠٠٠ جنيه مصري

١٠ ش طلعت حرب (برج إيفرجرين) القاهرة

Payment by Credit Card Requirements:

If paying by credit card , according to our bank regulations, the following documents are required to enable our accountant to charge your credit card for the service agreed:

- A copy of your passport.
- A copy of both sides of your credit card with your own signature.
- An authorization letter to the company allowing the withdrawal of the required amount from your credit card with original signature(same one should appear in your credit card and passport).
- These documents should be given to our representative upon your arrival at the airport ; otherwise we won't be able to proceed with your request.

These documents would be kept for four months to be provided upon request from the bank.

Cancellation And Refund Policy :

- The company would cancel upon the bank request any fraudulent transaction.
- The refund must be done in the same card used for the purchase of the original transaction.



فاكس: ٢٥٧٧٠٠٩٥ - ٢٥٧٨٦٧٩٦ (+٢٠٢)

ت: ٢٥٧٥٧٢١٥ (+٢٠٢) ١٤ خط

١٠ ش طلعت حرب (برج إيفرجرين) القاهرة

(ش.م.م) - رأس المال المصدر ٢٠,٠٠٠,٠٠٠ جنيه مصري