



Cash on Delivery (COD) Shipping & Payment Policy - Middle East

Service Availability:

We offer Cash on Delivery (COD) services for orders processed on our website to customers located in below mentioned countries.

1. United Arab Emirates
2. Kingdom of Saudi Arabia
3. Qatar
4. Kuwait
5. Bahrain
6. Oman

COUNTRY	DELIVERED ORDER	FAILED ORDER	DELIVERY TIME
United Arab Emirates	AED 18 (5kg)	FREE	1-3 Business Days
Saudi Arabia	AED 32 (5kg)	AED 20	2-5 Business Days
Qatar	AED 32 (5kg)	AED 15	2-3 Business Days
Kuwait	AED 34 (5kg)	FREE	2-3 Business Days
Bahrain	AED 32 (5kg)	FREE	2-3 Business Days
Oman	AED 32 (5kg)	FREE	2-3 Business Days

Order Call Confirmation Charges:

Delivered Order: **4 AED**

Undelivered Order: **FREE**

Shipment & Delivery:

Orders will be dispatched next day if we receive your orders on or before 04:00 PM (UAE Time). In case of delaying orders will be processed next day of confirmation.

Address Accuracy:

Ensure that your shipping address provided in orders data is accurate, Propellers will not be responsible for orders shipped to incorrectly provided addresses.

Contact Information:

Our customer service team or the delivery agent will contact to your customers prior to the delivery to confirm the address or location and availability of your customers. Please provide accurate contact information to facilitate this process.

Returns & Exchanges:

If client wants reverse pickup from their customers, reverse pickup charge of **AED 25** per order will be applied.

Card Payment:

If client customer paid through VISA/ Master Card, instead of paying cash, **2%** processing fee on COD amount will be charged.

Extra Packing Requirement:

If any client wants customize packing, additional **AED 2** per order packing charges will be charged.

Note: Customize packing should be provided by client.

Return to Warehouse/Cancelled Order:

If any order is cancelled by customer, it will return to warehouse as per below;

Country	Processing Time (After Cancellation)
<i>United Arab Emirates</i>	<i>2-3 Business Days</i>
<i>Kingdom of Saudi Arabia</i>	<i>7-10 Business Days</i>
<i>Qatar</i>	<i>3-4 Business Days</i>
<i>Kuwait</i>	<i>3-4 Business Days</i>
<i>Bahrain</i>	<i>3-4 Business Days</i>
<i>Oman</i>	<i>3-4 Business Days</i>

Payment Cycle:

Orders delivered/attempted cancelled from Saturday to Thursday, payment will be made next Sunday.

Example:

Billing Period	Invoice Date
<i>Saturday, January 6, 2024 - Thursday, January 11, 2024</i>	<i>Sunday, January 21, 2024</i>
<i>Saturday, January 13, 2024 - Thursday, January 18, 2024</i>	<i>Sunday, January 28, 2024</i>
<i>Saturday, January 20, 2024 - Thursday, January 25, 2024</i>	<i>Sunday, February 05, 2024</i>

Note: Payment will be made next day of invoice.