

A & M STORE

Documentation

Privacy Policy for AandM Store

Last Updated: 17/10/2024

At **AandM Store** (accessible from www.aandmstore.com), we are committed to protecting your privacy and ensuring that your personal information is handled securely. This Privacy Policy outlines how we collect, use, and protect your information when you visit or make a purchase from our store.

1. Information We Collect

When you visit or make a purchase from **AandM Store**, we collect the following information:

- **Personal Information:** This includes your name, email address, phone number (+92 311 6515649), shipping and billing addresses, and payment details when you place an order.
- **Order Details:** Information about the items you purchase, including order history and transaction information.
- **Technical Information:** Information about your device, browser type, IP address, and how you navigate through our website, such as pages viewed, time spent on the website, and referring sites.

2. How We Use Your Information

The information we collect from you is used for the following purposes:

- **To Process Your Orders:** We use your personal and payment information to process and fulfill your orders, including shipping and communication about your purchase.
- **Customer Support:** We use your contact details to respond to your inquiries, provide support, and resolve any issues with your order.
- **To Improve Our Services:** We analyze data related to website traffic, user preferences, and browsing patterns to enhance our site's performance and your shopping experience.
- **Marketing Communications:** With your consent, we may send you marketing emails about our latest products, promotions, and updates. You can opt out of these emails anytime by clicking "unsubscribe" or contacting us directly at info@aandmstore.com.
- **Legal and Fraud Prevention:** We may use your information to comply with legal obligations, protect against fraud, and ensure the safety and integrity of our website and transactions.

3. Sharing Your Information

We do not sell or rent your personal information to third parties. However, we may share your data in the following cases:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in processing orders, handling payments, and delivering products.
- **Legal Compliance:** If required by law, we may disclose your personal information to comply with legal obligations or protect our rights.

4. Protecting Your Information

We take data protection seriously and use industry-standard security measures to protect your personal information from unauthorized access, loss, misuse, or alteration.

5. Your Rights

You have the following rights regarding your personal information:

- **Access:** You can request a copy of the personal information we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete information.
- **Deletion:** You can request the deletion of your personal information, subject to certain legal restrictions.
- **Opt-out:** You can opt out of marketing communications by clicking "unsubscribe" in our emails or contacting us at info@aandmstore.com.

6. Cookies and Tracking Technologies

AandM Store uses cookies to enhance your browsing experience. Cookies are small files stored on your device that help us remember your preferences, track your browsing behavior, and improve our website's functionality.

- You can adjust your browser settings to refuse cookies or alert you when cookies are being used. However, some parts of our site may not function properly without them.

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any third-party websites you visit.

8. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for legal or regulatory reasons. Any updates will be posted on this page, and we will notify you of significant changes via email or through a notice on our website.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

- **Email:** info@aandmstore.com
- **Phone:** +92 311 6515649
- **Website:** www.aandmstore.com

AandM Store Returns & Refunds Policy

At **A&M Store**, your satisfaction is our top priority. We are committed to ensuring you are happy with your purchase of health and beauty products. However, if for any reason you are not completely satisfied with your order, you may request a refund, subject to the conditions below.

Eligibility for Refund:

- **Timeframe:** Refund requests must be made within **7 days** from the date of delivery.
- **Condition of the Product:** The item must be **unused, unopened**, and in **original packaging** (including all tags, labels, and accessories).
- **Proof of Purchase:** A valid proof of purchase, such as an invoice or receipt, must be provided at the time of refund request.

Non-Refundable Items:

- **Health and Beauty Products:** Due to health and safety concerns, **opened beauty products, cosmetics, or skincare items** cannot be refunded unless they arrive damaged or defective.
- **Sale Items:** Items purchased during promotional or clearance sales are **non-refundable**, unless they are faulty or defective.

How to Request a Refund:

1. **Contact Us:** To initiate a refund request, email us at **info@aandmstore.com** or call our customer support at **+92 311 6515649**.
2. **Product Inspection:** After receiving your refund request, we will arrange for the item to be collected and inspected.
3. **Approval or Rejection:** If your refund request is approved, you will be notified via email. If rejected, the product will be returned to you.

Refund Process:

- Once approved, your refund will be processed and credited to your **original payment method** (credit card, bank account, etc.) within **7-10 business days**.
- **Shipping Fees:** The original shipping costs are non-refundable. The amount refunded will be the product price only.

Important Note: If the product is returned damaged, missing parts, or in a condition not suitable for resale, A&M Store reserves the right to decline the refund or charge a restocking fee.

Return Policy

If you are not satisfied with your purchase or received an incorrect or defective product, we will be happy to accept a return. Our return policy allows you to return items for a refund, exchange, or store credit.

Conditions for Returns:

- **Return Window:** Items can be returned within **7 days** from the date of delivery.
- **Condition of Returned Items:** The product must be **unused, unopened**, and in its original packaging (with all tags and seals intact). Products that have been tampered with or used will not be accepted for return.
- **Return of Defective Items:** If the product you received is damaged, defective, or incorrect, we will bear the return shipping costs.

Non-Returnable Products:

- **Opened beauty or skincare products** for hygiene reasons cannot be returned.
- **Gift cards** or any promotional items are non-returnable.

How to Return a Product?

1. **Contact Customer Service:** Email us at **info@aandmstore.com** or call **+92 311 6515649** within **7 days** of receiving your order.
2. **Return Confirmation:** Our team will confirm whether your item qualifies for a return and guide you through the return process.
3. **Packaging & Return Shipping:** Pack the item securely in its original packaging. If the return is due to our error (defective or wrong item), we will arrange a **free pickup**. Otherwise, you will be responsible for return shipping.

Return Address:

Please return the item to the following address:

A&M Store Returns Department

[Insert Your Return Address Here]

Phone: +92 311 6515649

Email: info@aandmstore.com

Exchange Policy

We want you to be happy with every purchase. If you wish to exchange an item, we offer **easy exchanges** for defective products or size/color mismatches, subject to the following conditions:

Eligibility for Exchanges:

- **Defective/Wrong Product:** Exchanges are only available if the product you received is defective, damaged, or significantly different from what was described on the website.
- **Request Timeline:** You must request an exchange within **7 days** of delivery.
- **Exchange for Same Product:** We will replace defective or incorrect items with the same product, subject to availability.

Exchange Process:

1. **Contact Us:** Email info@aandmstore.com or call **+92 311 6515649** to request an exchange.
2. **Return the Product:** We will arrange for the item to be picked up or provide shipping instructions. The item must be unused and in original condition.
3. **Product Availability:** If the replacement item is unavailable, you may choose to exchange it for a product of equal value or request a refund.

AandM Store Purchase Protection

At **AandM Store**, we are committed to providing our customers with a seamless and secure shopping experience. Our **Purchase Protection** ensures that you can shop with confidence, knowing that your purchase is protected from start to finish. Here's how our Purchase Protection works:

1. Full Refund for Damaged, Defective, or Incorrect Products

If the product you receive is damaged, defective, or not as described, you are eligible for a **full refund**. We aim to resolve your issues promptly through our hassle-free return and refund process.

- **Eligibility:** You must notify us within 7 days of receiving the product.
- **Process:** Contact our customer service at info@aandmstore.com or call us at **+92 311 6515649**. Once your return is approved, we will guide you through the return process.

2. Buyer Protection for Secure Transactions

Your payments on **AandM Store** are protected by secure payment gateways. In case of any unauthorized or fraudulent transactions, you can reach out to our support team, and we will ensure that your payment is secure or refunded as necessary.

- **Secure Payment Methods:** We offer a range of secure payment options to ensure your peace of mind during checkout.

3. No Delivery, No Payment

If your order is not delivered within the promised time or does not arrive, we offer a **full refund** for undelivered products. Our team will track your package and ensure that either your order is delivered, or you are refunded.

- **Delivery Guarantee:** If your order does not arrive within the expected delivery timeframe, we will refund your payment.

4. Simple and Easy Returns

We want you to be completely satisfied with your purchase. If you are not happy with the product for any reason, you can return it under our easy return policy.

- **Eligibility:** Returns are accepted within 7 days of delivery, provided the product is in its original condition, unused, and with all tags and packaging intact.
- **Refunds:** Refunds will be processed once we have received the returned item and verified its condition.

5. Our Commitment to You

At **AandM Store**, customer satisfaction is our priority. Our **Purchase Protection** policy ensures that you have a risk-free shopping experience with us. If you have any questions or concerns, please contact our customer support:

- **Email:** info@aandmstore.com
- **Phone:** +92 311 6515649

FAQ

FAQs (Frequently Asked Questions)

Q1. What are the delivery charges?

A: **Standard shipping** is free for orders above **PKR 3000**. For orders below this amount, a shipping fee of **PKR 200** will be charged.

Q2. How long will it take to receive my order?

A: Orders within major cities of Pakistan are delivered within **3-5 business days**. Deliveries to remote areas may take up to **7 business days**.

Q3. Can I track my order?

A: Yes! Once your order has been shipped, you will receive a tracking number via email. You can use this number to track your order on our website or through the courier's platform.

Q4. What payment methods do you accept?

A: We accept **Cash on Delivery (COD)**, **bank transfers**, and **credit/debit cards** through our secure payment gateway.

Q5. What should I do if my order is delayed?

A: If your order has not been delivered within the expected timeframe, please contact our support team at **info@aandmstore.com** or call **+92 311 6515649**. We will investigate the issue and provide you with a status update.

Q6. Do you offer gift cards?

A: Yes, A&M Store offers gift cards that can be purchased online. These are ideal for gifting friends and family and can be used to purchase any product from our store.

Q7. Can I modify or cancel my order after placing it?

A: You can cancel or modify your order before it is shipped. Once dispatched, cancellations or modifications are no longer possible. To make changes, contact us immediately at **info@aandmstore.com** or **+92 311 6515649**.

Q8. What should I do if my order arrives damaged?

A: If your order arrives damaged, please contact us immediately. Send photos of the damaged item and packaging to **info@aandmstore.com**. We will assess the situation and offer a replacement or refund.

Q9. Do you ship internationally?

A: Currently, we only ship within Pakistan. However, we are working to expand our services to international markets soon.

Q10. Can I return a product if I don't like it?

A: Unfortunately, due to hygiene and safety reasons, we cannot accept returns of **opened beauty products**. Please ensure that you choose carefully before opening the package.

Q11. How do I know if my order has been confirmed?

A: Once you place an order, you will receive a **confirmation email** with your order details. If you do not receive this email within **24 hours**, please check your spam/junk folder or contact our support team at **info@aandmstore.com**.

Q12. Can I change the shipping address after placing an order?

A: If you need to change your shipping address, please contact us at **info@aandmstore.com** or **+92 311 6515649** as soon as possible. If your order has not been dispatched, we will do our best to update the address. Once the order is shipped, we cannot change the delivery address.

Q13. How can I check the status of my order?

A: You can check your order status by logging into your account on our website or using the tracking number provided in your shipping confirmation email.

Q14. What should I do if I receive the wrong item?

A: If you receive an incorrect item, please contact our customer service team immediately at **info@aandmstore.com**. Provide your order number and a picture of the wrong product. We will arrange for the correct item to be shipped to you, and the wrong item will be picked up.

Q15. Are all products on your website in stock?

A: We do our best to keep our website updated with the latest stock levels. However, in rare cases, an item may go out of stock after you've placed an order. In such cases, we will notify you and offer an option to either wait for restocking, choose a similar product, or request a full refund.

Q16. Do you offer discounts for bulk orders?

A: Yes, we offer discounts for **bulk purchases**. For inquiries regarding bulk orders or wholesale, please email us at **info@aandmstore.com** or call **+92 311 6515649**.

Q17. Can I place an order over the phone?

A: Yes! If you prefer, you can place your order by calling our customer service team at **+92 311 6515649**. We are happy to assist you with your purchase over the phone.

Q18. How do I use a promotional code?

A: During checkout, you will see a field to enter your **promotional or discount code**. Simply enter the code and click "Apply" to have the discount reflected in your order total.

Q19. What should I do if the product I want is out of stock?

A: If an item is out of stock, you can sign up for **restock notifications** on the product page. We will notify you as soon as the item becomes available again.

Q20. How do I sign up for your newsletter?

A: You can sign up for our newsletter by entering your email address at the bottom of our homepage or during checkout. By subscribing, you will receive the latest updates on new arrivals, sales, and special offers.

Q21. Do you offer free samples of products?

A: Occasionally, we offer **free samples** with specific purchases or during promotions. Follow us on **Instagram** or subscribe to our newsletter to stay updated on our sample offers.

Q22. Is my personal information secure when shopping on your website?

A: Absolutely! We take your privacy and security seriously. Our website uses **SSL encryption** to ensure all your personal and payment information is kept safe. We never share your information with third parties without your consent. For more details, please see our **Privacy Policy**.

Q23. Do you offer a loyalty program?

A: Yes! Our **A&M Store Loyalty Program** allows you to earn points with every purchase. These points can be redeemed for discounts on future orders. For more details, check the **Loyalty Program** section on our website.

Q24. Can I pre-order items that are launching soon?

A: Yes, we offer **pre-orders** for select upcoming products. You can find details on pre-order items on the product pages. Payment for pre-orders will be taken at the time of placing the order, and the item will be shipped as soon as it becomes available.

Q25. What should I do if I have an allergic reaction to a product?

A: If you experience an allergic reaction, stop using the product immediately. Contact our customer service team at **info@aandmstore.com** and provide details of the reaction. We recommend consulting a healthcare professional. Please review the ingredients list of the product carefully before use.

Q26. Do you offer gift wrapping services?

A: Yes! We offer **gift wrapping** for an additional fee. You can select the gift wrap option at checkout and include a personalized message. This service is perfect for sending gifts to loved ones.

Q27. Can I customize an order or product?

A: We offer limited customization options for specific products. If you are interested in customizing a product, please contact us at **info@aandmstore.com** for more information about available options.

Q28. How do I leave a review for a product?

A: We value your feedback! After receiving your product, you will receive an email with a link to leave a review. Alternatively, you can log into your account and navigate to the product page to leave a review. Your honest opinion helps other customers make informed decisions.

Q29. How can I contact customer support?

A: You can contact us via email at **info@aandmstore.com**, or call us at **+92 311 6515649** for any questions, concerns, or assistance with your order. Our support team is available **Monday to Friday, 9 AM to 5 PM (PKT)**.

Q30. Do you offer installment payment options?

A: Currently, we do not offer installment payment options. However, we are looking into adding this feature in the future to make shopping easier for our customers.