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SHIPPING AND RETURNS

SHIPPING POLICY

If you have placed an order, and then decide that you would like to add to that order, please e-mail us immediately at info@Cyliabeauty.com. If a packing slip has not been created for the order, we will happily add to the order. If a packing slip has already been created, we will not be able to add to the original order.

REFUNDS

If you are unhappy with your purchase for any reason, please contact us at info@Cyliabeauty.com.

We are not responsible for lost or stolen packages. We will help as much as possible in the event your package goes missing, but ultimately lost packages are the fault of the shipping provider and we cannot assume the responsibility of replacing or refunding missing packages.

We are not responsible for packages that go missing internationally. We will help as much as possible in the event your package goes missing, but ultimately lost packages are the fault of the shipping provider and we cannot assume the responsibility of replacing or refunding missing packages.

SHIPPING ADDRESS:

The customer is responsible for providing all shipping information. Please make sure that your shipping information is correct and complete before submitting your order.

Shining Pure Trading Co. is not responsible for shipments that are delayed or returned as a result of incorrect or incomplete shipping information, failed delivery attempts, and/or unclaimed packages.

If you have unintentionally entered incorrect shipping information, please immediately contact Customer Support at info@Cyliabeauty.com. We cannot guarantee that it will be possible to update the information before your package ships out, but we will do our best to change the information in the system.

If your package ships out with an incorrect address on it, and the package is lost, we are not responsible for shipping a new package to you.

If your package ships out with an incorrect address on it, but the package eventually is returned to our warehouse by the shipping provider, it is your responsibility to pay for the reshipment costs on the package; alternatively, we can refund the cost of the order minus the shipping fee.

Support e-mails will not be answered on the weekends. We will do our best to contact you as soon as possible once we receive your request for support.

MISSING PACKAGES

Currently, no package is insured above and beyond the automatic insurance offered by certain carriers. If the delivery carrier doesn't deliver your package or claims to have made the delivery but you have not received it, we will do our best to help you locate the package by opening an investigation with the carrier.

We are NOT the delivery carrier and, therefore, are not responsible for undelivered packages. We are unable to reship a package that is not received, as it is the responsibility of the delivery carrier to ensure that the package reaches you.

It is the customer's responsibility to read the shipping options before purchase to be informed about which carrier services offer automatic insurance and what the terms of that insurance are.

CUSTOMS

Shining Pure Trading Co. is not responsible for paying fees or rates charged by customs. It is the customer's responsibility to pay customs fees and rates.

If you refuse to accept your package at customs due to high customs fees, we are not responsible for refunding that order or reshipping the order via another carrier. The package will be abandoned at customs. If you want a refund on your order, you are responsible for paying the customs fee to ship the package back to us. As such, once the package is received back at our warehouse, you will be credited for the cost of your order minus the original shipping charge and minus the customs charge to send the package back to us (if you haven't paid it yet).

Shining Pure Trading Co. is not responsible for reshipping orders that are refused at customs. If customs refuses a package, sends it back to us, and we receive it back from customs, we can issue you a refund for the order only if we receive the package back and if the contents are in sellable condition.

In the event the package is not returned to us by customs or is lost in transit, we cannot issue you a refund. We are not responsible for paying for the package to be returned to us or for reimbursing the customer for that cost.

International orders/shipments may be subject to the possible opening of packages and inspection of goods by customs officials in the country of delivery.

Shining Pure Trading Co. is not responsible for orders that are held up at customs, damaged by customs, or refused entrance by customs due to this process.

ORDERING AND RESELLING

PROCESSING TIME

Orders are processed within 1–3 business days of receipt from our warehouse, and orders will ship out once processed. Therefore, delivery-time quotes begin when the package leaves the warehouse after the 1–3 business days of processing are completed.

During sales and promotional periods, orders may take an additional 1–3 days to process.

Orders placed after 14 p.m. Riyadh Time Sunday through Thursday will begin processing the following day.

BACKORDERS

We do our best to maintain our 'in stock' status on all items. In the event that an item goes on backorder after you have placed your order, and your entire order cannot be fulfilled, we will contact you via e-mail. You will be given the option to 1) receive a refund for the backordered item, 2) substitute another item for the backordered item, or 3) place the entire order on hold until the backordered product comes back into stock. If you do not reply to our e-mail, your entire order will remain on backorder hold status until the out-of-stock item comes back into stock, at which point your order will ship out in its entirety.

RECURRING SUBSCRIPTIONS

When starting a Cylia Beauty® Subscription Membership, you agree to be billed in a recurring fashion on a per-order basis until your subscription is a) cancelled or b) paused. To be eligible for 10% Membership discount you will agree to with minimum 3 shipments. If cancelling before 3 shipments Shining Pure Trading Co. can invoice the discount. If pausing, the subscription will remain paused until the requested resume date or if a resume date is not specified, the subscription will remain paused indefinitely. Your subscription may be cancelled at any time via our website, through the phone, or via email communication with our customer support team. If cancelling via phone or email, please allow up to 72 hours for cancellation. You will be charged the same amount for each order that is generated from your subscription unless configuration changes are made to the subscription. This includes cancelling a subscription and later starting one of a similar configuration. If you are unhappy with your purchase for any reason, please contact us at info@Cyliabeauty.com. We are happy to help find a solution that works for you!

BUYING POLICY

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RESELLING

Products that are purchased from this website, with or without a discount code, shall not be resold without first asking Shining Pure Trading Co. for permission. If you want to resell one or more of Cylia Beauty® products, then please contact us by e-mail at info@Cyliabeauty.com.

PERSONAL INFORMATION

USERNAME/PASSWORD

In the event the Site is ever structured such that you are able to create an account on the Site, you may be required to be at least eighteen (18) years old and create a username and password. In such event, you will be responsible for keeping your username and password confidential and secure, and you will be responsible for all actions taken using your username and password. By registering, you may agree to receive communications and promotional materials from Shining Pure Trading Co. and its affiliated entities.

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You will not hold yourself out as someone you are not or otherwise impersonate any other person while using the Site.

You will not interfere or tamper with the functioning of the Site, nor will you attempt to gain access to information or control of the Site not specifically granted to you.

You will not use the Site to transmit any spyware, virus or similar destructive program or code.

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You agree that in the event you have or may have any alleged claim against Shining Pure Trading Co. or any of Shining Pure Trading Co. vendors, contractors, licensees, or licensors, you shall pursue such claim only in your individual capacity, and you shall not agree to join or be a part of any class action, consolidated action, or similar action. You also agree that your damages are limited as set forth elsewhere in these Terms and Conditions and that you are not eligible to receive, and shall not seek, attorney's fees in relation to any claim you have or may have against Shining Pure Trading Co. or its vendors or licensors.

These Terms and Conditions embody the entire agreement concluded between Shining Pure Trading Co. and you concerning the access and the use of the Site and its content. Any other terms or conditions issued by Shining Pure Trading Co. and governing its relations with you, in particular relating to any service or purchase of product, shall supplement the Terms and Conditions; in the event of any inconsistency between them, the other terms or conditions shall prevail over these Terms and Conditions.

The fact that Shining Pure Trading Co. tolerates a violation by yourself of one of the obligations set out in the Terms and Conditions or does not enforce a right attributed to it thereunder or under the law shall not be construed as a waiver by it to invoke and enforce its rights.

In the event that any provision of the Terms and Conditions is considered to be illegal by law or regulation, existing or future, or by a court ruling, then such provision shall be considered as stricken, all other provisions of the Terms and Conditions maintaining full force and effect between yourself and Shining Pure Trading Co..

The headings of the provisions of the Terms and Conditions are for convenience alone and shall not alter or modify the terms and conditions in any manner.

TERMINATION

The Terms and Conditions shall remain effective until terminated as outlined herein. You agree that Shining Pure Trading Co. in its sole discretion may terminate your password, account (or any part thereof), or use of the Site, and remove and discard any content within the Site, at any time and for any reason. In such event and with respect to any use of the Site on a mobile device, you must immediately remove the Site from your mobile device, including all component parts. You agree that any actions taken under this Section may be effective without prior notice to you.

RULES

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CONTACT INFORMATION

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Saudi Arabia

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