



## **Xhawi Shipping & Delivery FAQ**

Below is a list of frequently asked questions (FAQs) to help you with common shipping and delivery inquiries on Xhawi.

### **Order Management**

1. Can I cancel my Pickup Point order?

- If your order is in the "Processing" stage, you may cancel it. However, once the seller confirms your order, cancellation is no longer possible.

2. Why can't I change my shipping address?

- Once your order is placed, the shipping address cannot be updated. However, if the order is in the "Processing" stage, you can cancel and place a new order with the correct address. For more details on cancellations or updating personal information, please refer to our guidelines.

3. Can I open and check the parcel before paying the rider?

- Unfortunately, open box delivery is not allowed at Xhawi. You must accept the parcel and complete payment before opening it. If you encounter issues after unwrapping, you can return the product to Xhawi.

4. My order status is "Delivered," but I didn't receive it. What should I do?

- First, check with household members and verify the delivery address. If the issue persists, contact Xhawi Customer Support or the delivery partner for assistance.

5. My order delivery has failed. What should I do?

- Check if there were missed delivery attempts or issues with the address. Contact Xhawi Customer Support to reschedule delivery or determine the next steps.

6. I missed my package delivery. What should I do?

- Don't worry! The delivery agent will usually attempt to redeliver your package. You can also check your order status on Xhawi and contact Customer Support or the delivery partner to reschedule the delivery.

### **Tracking and Notifications**

7. How do I track my order?

- To track your order:



- Go to My Account > My Orders > Select Order > Manage > Order Details Page.
- You'll find the latest status and delivery updates.

8. Will someone contact me before delivering my package?

- Yes, Xhawi provides a four-stage notification system:
  1. Email notification when your order is shipped.
  2. Push notification when the package is out for delivery.
  3. Notification before the rider approaches your location.
  4. A call from the delivery person to confirm your address and avoid delays.

### **Delivery Charges and Timelines**

9. What are the delivery charges?

- Delivery charges are calculated at checkout based on item count, weight, location, and shipping method. Discounts or caps may apply for multiple items from the same seller.

10. What are the expected delivery timelines?

- Estimated delivery times are displayed on the product page under the "Delivery" section. For example:
  - Standard Delivery: Typically takes 24-38 hours.
  - Same-Day Delivery: Available for orders placed before 12 PM in Muscat.

11. Which products take longer shipping times?

- Products shipped from remote locations, bulky items requiring special handling, or cross-border shipments may take longer than usual.

### **Delays and Common Issues**

12. What are the common reasons for delivery delays?

- Customer Not Available: The recipient is unavailable at the shipping address during delivery.
- Conditions like heavy rainfall or landslides may delay delivery.
- Sellers may take longer to fulfill your order.



- Courier Service Delays: Delivery partners may experience operational delays.
- Incorrect Address/Phone Number: Errors in the shipping address or contact details may cause delays.
- Cross-Border Shipment Delays: Customs or transportation delays can impact international orders.

### **Special Scenarios**

13. Why are my items shipped separately?

- Items may ship separately due to multiple sellers, product availability, packaging requirements, or selected shipping methods.

14. Why do I need to provide my Resident Card/ID during delivery?

- Providing ID ensures that the package is delivered securely to the correct recipient, adding an extra layer of protection against unauthorized access.

15. My city is not listed in your delivery options. What should I do?

- If your city isn't listed, contact Xhawi Customer Support to explore alternative delivery solutions or inquire about expanding delivery areas.

### **Logistics Partners**

16. Which couriers does Xhawi use?

- Xhawi partners with trusted couriers like Asyad Express and Elite Express to deliver orders.

17. How does Xhawi verify products?

- The Xhawi Fulfillment Team conducts random visual inspections of warehouse products to ensure they match descriptions and check for issues like expiration dates, physical damage, or missing parts. Xhawi Trusted Sellers are chosen for their consistent excellence.

18. How do I choose the logistics partner for my shipment?

- Xhawi assigns delivery partners based on the order, location, and shipping requirements. Customers cannot select logistics partners directly.

19. I have a complaint about the courier executive. Who should I contact?



- Please call Xhawi Customer Support and explain the issue in detail. A dedicated team member will coordinate with the delivery partner to address your concern promptly.

### **General Delivery Information**

20. Does Xhawi deliver across Oman?

- Yes, Xhawi delivers throughout Oman, including major cities and remote areas. Some regions may have additional delivery timeframes or restrictions.

21. Why do some international orders take longer?

- International shipments may face customs clearance delays or longer transit times due to air transport logistics. Estimated delivery times are displayed at checkout for your convenience.

These FAQs aim to address common concerns related to shipping and delivery on Xhawi. If you need further assistance, feel free to contact our Customer Support Team. (Insert link)