

XHAWI FAQs

Return Policy FAQs

1. Can I return my order after it has reached me?

Yes! We offer a hassle-free return policy. You can return any product within 10 days of delivery, provided it is unopened and in its original packaging.

2. What is the procedure to return a product?

Simply call our customer care team, and we'll assist you with arranging a return pickup through one of our shipping partners. It's that easy!

3. Are there specific conditions under which product returns may be rejected?

Yes, returns may be rejected if:

- The product has been used or is not in its original condition.
- The product has been returned without its original packaging.
- The product was damaged after use or opening.
- Missing product or manufacturer tags.
- The product has been perfumed, stained, or altered in any way.

4. Which products can't be returned?

We do not accept returns on the following items:

- Innerwear, lingerie, socks
- Cosmetics, perfumes, deodorants
- Fashion accessories (for hygiene reasons)
- Products with tampered original packaging

5. What is the resolution offered in case of returns?

We will issue a full refund for eligible returns. We do not offer exchanges at this time, so you are free to choose a different product when you shop again.

6. Who will pay for the returns?

That's depends om the reason for return, if there is a problem with the quality product purchased returns will be covered by Xhawi.

7. How much time will it take to receive a refund?

Refunds are usually processed within 3 working days after we receive and inspect the returned item. Depending on your bank or credit card issuer, it may take an additional 2-3 working days to appear in your account.

Privacy Policy FAQs

What information do we collect?

We respect your privacy. The information we collect includes your name, address, and contact number, which are saved in your account for convenience during future orders. We also gather general browser information like language preferences and location to improve your shopping experience.

Do we save your credit/debit card details?

No, we do not store any credit or debit card information. Payments are processed securely through trusted third-party payment gateways.

How do we use your information?

Your saved account details are used to make future purchases easier. We also send promotional emails about offers, new products, and exclusive deals. You can unsubscribe from our newsletters at any time.

Discount Codes FAQs

Can I combine multiple coupon codes?

Unfortunately, you cannot combine two coupon codes. Each coupon code can only be applied to one transaction. Please note that express delivery charges are not included in the discount amount.

Customer Service FAQs

How can I contact customer support?

If you have any questions or need assistance, feel free to reach out to our customer care team at [\[insert Chatbot link\]](#). We're always happy to help with a smile!

Can I make suggestions or file a complaint?

Yes! We are committed to providing the best experience possible and take your feedback seriously. If you have any suggestions or complaints, please share them with us, and we'll work to improve.

Payment & Shipping FAQs

What payment methods do you accept?

We accept credit/debit cards, and payments are processed via a secure payment gateway.

What is your shipping policy?

We aim to ship orders within 3 working days, though we strive to dispatch them sooner. Shipping is available at competitive rates within Oman.

About Us FAQs

Who is XHAWI?

XHAWI is a young and passionate company focused on customer excellence. We bring a wide range of products to the Oman market, continually expanding our offerings based on customer feedback. We are driven by innovation and creativity, always looking to exceed expectations.

Selling & Advertising FAQs

How can I sell on XHAWI?

You can list your products on XHAWI and reach millions of customers in Oman—for free! Our platform provides a robust, user-friendly experience, and we handle payments and shipping. Get in touch with us at **[Insert Xhawi Seller site link]** to get started.

I have a bulk order enquiry. How can I reach you?

For bulk orders, please send your request to care@XHAWI.com, and we'll be happy to assist you.

How can I advertise with XHAWI?

Advertise your brand directly to engaged shoppers on our site. Our platform connects you with customers who are actively making purchase decisions. Contact us at **[Insert Xhawi Seller site link]** for more details.