

# TERMS & CONDITION

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## PRODUCT & PRICING

1. Our products are custom-made and generally require 1 to 4 weeks for production. The confirmed delivery timeline will be provided during our order confirmation call.
2. All our products are fully customizable. Prices may vary depending on material, size, and the extent of customization.
3. Unless otherwise stated, prices for products are exclusive of applicable sales tax (GST in Pakistan). The exact amount of sales tax will be shown on the sales tax invoice (where provided). This will affect the total amount payable, as GST will be added to the listed price.
4. We reserve the right to update our product prices at any time without prior notice. While we strive for accuracy, pricing errors may occasionally occur due to technical or human mistakes. In such cases, we are not obligated to fulfill orders at the incorrect price and may either cancel the order with a full refund or contact you to confirm if you wish to proceed at the correct price.
5. We occasionally offer special discounts on our website. To take advantage of these offers, you must place your order during the promotional period.

## SHIPPING CHARGES & PROCEDURE

1. Product prices exclude delivery charges. Delivery costs are calculated separately based on the weight of the product and the delivery city. When you place an order on our website, these charges are automatically added to your total at checkout based on your selections.
2. Shipping charges are finalized during the order confirmation call, based on your total order amount, product weight, and exact delivery location. After placing your order, a representative will reach out to you using the contact details you provided.
3. We deliver our products in all major cities of Pakistan. Depending on your exact location, your order may be delivered either by our personal carriage or through our trusted logistics partners, Leopard and Air Express Cargo.
  - Personal Delivery Method: Lahore, Islamabad/Rawalpindi, Jhelum, Gujrat, Sialkot, Faisalabad, Gujranwala, Okara.
  - Leopard & Air Express Cargo: Karachi, Sahiwal, Bahawalpur, Sargodha.
  - For inquiries regarding delivery to cities not listed above, please contact our support team via phone, WhatsApp, or email.

4. The estimated delivery time for our products is between 1 to 4 weeks. All website orders are confirmed through a follow-up call from our team.

## **PAYMENT**

1. The total cost of your order or purchases is the price of the products and applicable delivery charges.
2. Order and purchase processing is subject to the chosen method of payment.
3. Payments can be made via cash or bank transfer.
4. As per our policy, all customized orders and orders valued at Rs. 30,000 or above require a 50% advance payment to proceed.
5. All orders shipped via Air Express Cargo, whether customized or standard, require 100% advance payment.

## **HOW CAN YOU PLACE A CUSTOMIZED ORDER?**

All products listed on our website can be customized in terms of dimensions, colors, and design to suit your preferences. You can confirm your customization requests via WhatsApp, direct call, or through our social media platforms. Our online sales team is available daily from 11:00 AM to 7:00 PM to assist with your customization requests and order placement.

All customized orders are booked with 50% advance payment.

## **WARRANTY AND AFTER-SALES SERVICE**

1. Warranty Coverage: PAKTAMEER offers a 2-year warranty on all furniture items from the date of delivery. This warranty covers manufacturing defects in materials and workmanship under normal residential use conditions.
2. Lifetime After-Sales Service: In addition to the warranty, PAKTAMEER provides lifetime after-sales service for all its products. While this service does not extend the original warranty period, it ensures continued support and assistance for any issues you may face over the product's lifetime.
3. Issue Resolution: If any problem arises with your product after purchase and delivery, we are committed to offering a prompt and effective solution. Depending on the nature of the issue, we may offer repair, replacement of parts, or other appropriate support.
4. How to Report an Issue: To report any issue, please contact us through one of the following channels:
  - Official Helpline Numbers: 03-111-444-424 / 03-171-774-424

- Email: [info@paktameer.com](mailto:info@paktameer.com)

Please provide your order details and a clear description of the issue for faster assistance.

Limitations and Exclusions: This warranty does not cover damage caused by misuse, accidents, modifications, improper care, or normal wear and tear. Detailed warranty terms are available upon request.

## **GENERAL**

1. If any items you order are not available, we will use the telephone or email details you have provided to contact you and discuss how you wish to proceed.
2. Deliveries typically take place between 9:00 AM and 11:00 PM. Exact delivery times cannot be guaranteed.
3. Working days are classified as Monday to Saturday and exclude public holidays.
4. Unless otherwise stated, all deliveries will be made direct to your door. We are not responsible for any additional lifting or carrying of your goods.
5. We do not deliver items to multiple addresses without additional delivery charges.
6. A selection of ready-to-purchase products is available in-store. These can be booked directly at our showrooms or via phone. Please note that these items may not be listed on our website.