

# Terms & Conditions

Last updated: September 2026

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## 1. Agreement to Terms

These Terms & Conditions ("Terms") govern your use of baitalraqi.com and any purchase you make from Bait Al Raqi. By browsing our website or placing an order, you agree to be bound by these Terms.

## 2. Products and Pricing

- All prices on our website are listed in Saudi Riyals (SAR) and, unless stated otherwise, are inclusive of applicable VAT.
- We make every effort to display product images, colors and dimensions accurately; minor variations may occur due to photography, lighting or screen settings.
- We reserve the right to correct pricing errors and to change prices at any time before an order is confirmed.
- Stock availability is shown on each product page and is updated regularly, but is not guaranteed until your order is confirmed.

## 3. Orders and Payment

- Placing an order through our website constitutes an offer to purchase, which we may accept or decline (for example, in the case of a pricing or stock error).
- We accept mada, Visa, Mastercard, Apple Pay, and installment payments through Tabby and Tamara, subject to their own separate terms and eligibility checks.
- You are responsible for providing accurate delivery and contact information at checkout.

## 4. Delivery and Installation

- Standard delivery is estimated at 7 to 14 days from order confirmation, depending on your location within the Kingdom and product availability.
- Free delivery and installation apply to eligible orders within Saudi Arabia, as indicated on the relevant product or order page.
- Delivery timeframes are estimates and not guaranteed; we will notify you of any significant delay.

## 5. Returns and Refunds

- Eligible items may be returned within 14 days of delivery, provided they are unused, in their original packaging, and accompanied by proof of purchase.
- Certain items (such as made-to-order or customized pieces) may not be eligible for return; this will be indicated on the product page.
- Approved refunds are issued to the original payment method, or as store credit where agreed, within a reasonable time after we receive and inspect the returned item.

- To start a return, contact us through our Contact page or WhatsApp with your order number.

## 6. Installment Payments (Tabby & Tamara)

Where you choose to split your purchase into installments through Tabby or Tamara, that agreement is between you and the relevant provider, and is subject to their own terms, credit checks and fees. Bait Al Raqi is not responsible for decisions made by these third-party providers.

## 7. Product Warranty

Our products are covered against manufacturing defects for a reasonable period following delivery, in line with applicable Saudi consumer protection law. This does not cover damage from normal wear and tear, misuse, or unauthorized modification.

## 8. Account Responsibilities

You are responsible for maintaining the confidentiality of your account password and for all activity that occurs under your account. Notify us immediately if you suspect unauthorized use of your account.

## 9. Intellectual Property

All content on this website - including text, images, logos and design - is the property of Bait Al Raqi or its licensors, and may not be reproduced or used without our written permission.

## 10. Limitation of Liability

To the fullest extent permitted by Saudi Arabian law, Bait Al Raqi shall not be liable for any indirect, incidental or consequential loss arising from your use of our website or products, beyond the value of the relevant order.

## 11. Governing Law

These Terms are governed by the laws of the Kingdom of Saudi Arabia. Any dispute arising from these Terms or your use of our website shall be subject to the jurisdiction of the competent courts in Riyadh.

## 12. Changes to These Terms

We may revise these Terms from time to time. The "Last updated" date above reflects the most recent revision. Continued use of our website after a change means you accept the updated Terms.

## 13. Contact Us

Questions about these Terms & Conditions can be sent to us:

- Address: Manfouhah Al Jadidah, Riyadh, Saudi Arabia
- Phone / WhatsApp: +966 57 413 9401
- Website: [baitalraqi.com/contact.php](http://baitalraqi.com/contact.php)