Terms & Conditions

Welcome to QUICKTRACK DELIVERY SERVICES L.L.C S.O.C (hereinafter referred to as “we,” “us,” or “our”). These Terms and Conditions (hereinafter referred to as “Terms”) govern your use of our website, mobile app, and products (collectively referred to as the “Services”). By accessing or using our Services, you agree to comply with these Terms. If you do not agree with any of the provisions stated in these Terms, please refrain from using our Services.

Permitted Use

1. Our Services are intended for personal, non-commercial use only. By accessing our Services, you agree not to use them for any illegal, unethical, or unauthorized purposes.

2. You are authorized to use our Services and access our website or mobile app for browsing, making purchases, and obtaining information about our products and services.

3. All content provided on our website or mobile app, including but not limited to text, images, videos, trademarks, and logos, is the property of us and protected by copyright laws. Therefore, you agree not to distribute, modify, reproduce, or use any content without our prior written consent.

User Responsibilities

1. You are responsible for maintaining the confidentiality of any login credentials or account information associated with our Services.

2. You shall comply with all applicable laws and regulations regarding your use of our Services.

3. You agree to provide accurate, up-to-date, and complete information while using our Services and acknowledge that any false or misleading information may result in your inability to access certain features or services.

Prohibited Activities

1. You agree not to engage in any activity that may disrupt the proper functioning of our Services, such as introducing viruses, malware, or any other harmful code.

2. You are prohibited from using our Services for any illegal, fraudulent, or malicious activities, including but not limited to hacking, data theft, or unauthorized access to our systems.

3. You shall not use our Services to transmit any defamatory, offensive, or discriminatory content, or violate the rights of any third-party, including intellectual property rights.

Liability

1. We strive to provide accurate and reliable information through our Services, but we do not warrant the completeness, accuracy, or reliability of any content or information available on our website or mobile app. Therefore, your use of our Services is at your own risk.

2. We shall not be liable for any direct, indirect, incidental, or consequential damages arising from your use of our Services or any third-party services linked to or from our website or mobile app.

3. We reserve the right to suspend, modify, or terminate our Services, including access to our website or mobile app, at any time without prior notice. We shall not be liable for any losses resulting from the unavailability or termination of our Services.

Governing Law and Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of Dubai, United Arab Emirates. You agree to submit to the exclusive jurisdiction of the courts located in Dubai for the resolution of any disputes arising out of or relating to these Terms or your use of our Services.

Dispute Resolution

In the event of any dispute, controversy, or claim arising out of or relating to these Terms or your use of our Services, both parties shall engage in good faith negotiations to resolve the matter amicably. If the parties fail to reach a satisfactory resolution, any remaining disputes shall be referred to arbitration in accordance with the laws of Dubai, United Arab Emirates.

Revision of Terms

We reserve the right to amend or modify these Terms at any time without prior notice. By continuing to use our Services after any changes to the Terms, you agree to be bound by the revised Terms.

Contact Information

If you have any questions or concerns regarding these Terms, please contact us at flysociall@proton.me.

Refund Policy

Thank you for shopping with QUICKTRACK DELIVERY SERVICES L.L.C S.O.C. We are committed to providing our customers with the highest level of satisfaction and ensuring a transparent and fair refund process. Please read the following policy carefully before seeking a refund.

Conditions for Requesting a Refund:
1. The product must be in its original packaging and condition, unused and undamaged.
2. Refunds can only be requested within 14 days from the date of purchase.
3. Proof of purchase, such as a receipt or order confirmation, must be available.

Requesting a Refund Process:
1. Write an email to flysociall@proton.me, stating your order details, reason for the refund, and attach any supporting evidence if required.
2. Our customer service team will review your request within 2 business days and notify you regarding the eligibility of your refund.
3. If approved, further instructions will be provided for the return of the product, and a Return Merchandise Authorization (RMA) number will be issued to you.
4. Please ensure that the product is securely packaged and sent back to our address within 7 days from receiving the RMA number.

Refund Processing Timeframe:
1. Once we receive the returned item, our team will inspect its condition.
2. If the product meets the refund requirements, the refund will be processed within 5 business days.
3. The refund will be issued through the original payment method used during purchase, unless stated otherwise.

Non-Refundable Circumstances:
Refunds may not be granted under the following circumstances:
1. Products that have been used, damaged, or altered by the customer.
2. Products returned without prior approval and a valid RMA number.
3. Items not purchased directly from our website.

Additional Information:
QUICKTRACK DELIVERY SERVICES L.L.C S.O.C specializes in phone trading. All refunds will be subject to thorough inspection upon return. In case of any discrepancies found, we reserve the right to refuse a refund.

We recommend contacting our customer service team at flysociall@proton.me for any inquiries or assistance regarding your refund request.

Please note that this refund policy is subject to change without prior notice. Any updates will be reflected on our website.

Thank you for choosing QUICKTRACK DELIVERY SERVICES L.L.C S.O.C for your purchase. We value your satisfaction and are committed to providing exceptional customer service.