



OUR POLICIES

BUSINESS CONTINUITY POLICY

We Cheonilguk Wellness are committed to the maintenance of Business Continuity capability, which identifies how its business continuity management will be governed, tested, delivered, maintained and improved to deal with disruptive events and crisis situation. The organization is adequately resilient across all levels to meet the needs of the Company and minimize the impact of disruptive events on its products and services identified in the Business Continuity Management System scope.

The purpose of this Policy is to ensure that Cheonilguk Wellness continues to meet the expectations and requirements of its customers, shareholders, suppliers and employees. To achieve this, analysis, planning, training and rehearsing takes place so that risks to service provision can be identified and treated to reduce likelihood and impact. Recognizing residual risks may remain, strategic recovery priorities shall be restored as per approved Recovery Time Objectives (RTOs) and Minimum Business Continuity

Objectives (MBCOs) contained in the Business Continuity Business Impact Assessment (BIA).

We Cheonilguk Wellness are committed to continual improvement of Business Continuity Management System and in this regard, business continuity objectives and targets will be set, reviewed, and will be consistently implemented. These stated objectives and targets are available to every interested parties on request.

We Cheonilguk Wellness seek to comply with both local and international legislative, best practices and other applicable requirements as specified in ISO 22301 to ensure our arrangements remain appropriate for its purpose.

Cheonilguk Wellness and the management system compliments other related policies and procedures and managements that were derived from collected information of the management system.

RETURN & EXCHANGE POLICY

No Return & Exchange shall be provided for the following:

1. Frozen or chilled or cooked items.
2. Bakery and baby food items.
3. Fruit & vegetables.
4. Under garments & swimwear.
5. Consumables like CDs, DVDs, cartridges, PC software, video games, books, magazines, newspapers, accessories or any other copy able items.
6. Promotion items & clearance sale items.
7. Cut cable / wire.
8. Laptops, printers, mobile phones, digital cameras/camcorders, personal hygiene products like shaver, epilators, trimmers, clippers, massagers etc.
9. Open package, seal broken, tampered, scratched or damaged items & balance of partially used items or incomplete products.
10. Etisalat and Du vouchers, sim cards and Salik tag cards.
11. Special order items or purchase payment made by Government body.

Terms & Conditions:

1. Product must be returned to the Branch from where it was purchased, with original Sales invoice & Cash memo for electronics, electrical and home appliances.
2. Product should be accompanied with original packaging, accessories, product manual and registration card in sellable condition.
3. Service, delivery and installation charges are non-refundable once performed.
4. Replacement or exchange or refund will be done within 7 days for food items except for the above mentioned, 14 days for nonfood items & electronics, electrical, home appliances and furniture items from the date of purchase and is at the discretion of Cheonilguk Wellness Management and Board.
5. If the product returned or given for repair has any data or information, Cheonilguk Wellness will not be responsible to transfer to any other device or loss of data/information which was at the time of return/repair.
6. Bank charges will be deducted while making refund for any payment made by debit / credit card. Amount will be credited in the same account only within period of 7 working days.
7. No refund will be given for any payment made by way of gift voucher or exchange voucher.

Warranty Terms & Conditions:

1. Manufacturer's warranty wherever applicable as per items, commences from the date of purchase mentioned on the sales invoice.
2. Primary responsibility for warranty service rests with the product brand owner / principal supplier and Cheonilguk Wellness a facilitator only.
3. Extended warranty will be covered with same terms and condition of the original manufacturer warranty for an additional 1 or 2 years depending on the plan purchased.
4. Accessories, batteries and consumables are not covered under warranty.
5. Items missing the identification number or code (such as UPC code or IMEI number) are not covered under warranty.
6. Warranty becomes invalid if the product(s) has been opened or tampered by an unauthorized person or other service center.
7. Retain sales invoice and warranty card to claim warranty.
8. Warranty is applicable within the limits of U.A.E only, unless specified otherwise.
9. Any products require a minimum of 15 working days to be repaired.
10. Repaired items must to be collected within 30 days of delivery date. Any claim after 30 days will not be entertained and Cheonilguk Wellness has full authority to dispose these items.
11. Normal wear & tear of the products shall not cover the warranty/guarantee.