

Privacy Policy - Terms and Conditions

Thanks for visiting the application of Hzaya Bookstore. This policy will inform you how to use the personal information that can be collected in Hzaya Bookstore application and its entire electronic societies. Kindly read this policy before using the application or adding any personal information. Using this application necessarily imply that you have agreed on any practices mentioned and explained herein in the privacy policy. These practices and application may be changed, but they will publish herein. The changes will be applied on future not on the past with retroactive effect. So that, we encourage you to visit our privacy policy to review it whenever you use this application to ensure that you are aware with the method to use any personal information you would provide in the application. Note: the private practices mentioned in this policy are applied on Hzaya Bookstore application and its entire societies, and if you are related to other application, kindly review the privacy policies indicated thereof.

Information Collection:

We work on collecting identifiable and specific personal information such as names, PO box, e-mail., etc. This information that you will provide us therewith will be used for some certain requests, and all such information will be used only for your requests, unless you have given us a permission to use the same for other purposes, for example to add you in one of mailing lists.

Cookies and tracking technology:

Hzaya Bookstore application uses Hzaya Bookstore Cookies and tracking technology based on the services and additions displayed in this application. This technology is useful for us in collecting the information, such as type of browser, operating system, number of visitors to our website and method of using it. Cookies also help in making this application appropriate and more customized for the visitors. The private information cannot be collected via cookies or other tracking technologies, but if you have presented prior personal information, these cookies may be linked to such information. Aggregate cookie and tracking information may be share with third parties.

Information Distribution:

We may share our information with governmental authorities or other companies that help us in protection of cheating and deception or for following and investigation. We will do this if:

- We allow this or under legal order.
- Attempting to prevent or defend against any operation violates the law or holds characteristics of cheating and deception.
- Disclose of legal violations, cheating and deception that have already occurred.

However, such information shall not be given for marketing purposes.

commitment to Information Security:

You specified personal information will remain safe and only the authorized staff, agents and contractors (Who agreed to keep this information safe and confidential) will have access to such information

and to all our electronic mails (e-mails), newsletters send form Hzaya Bookstore application.

Call us for anything related to privacy

If you have any enquiry, comment, concerns about privacy policy in our website, you can just call us via the following e-mail:

info@hzaya.com

Hzaya Bookstore application keeps the right to conduct any changes in this policy and any changes thereto well be time – bound.

Terms and Conditions:

Dear customer, we would like to refer that once you use the application for purchasing, you will be obligated to follow the terms and conditions. Kindly review the list accurately before starting to use the application.

Terms of Use:

If you are minor (less than 18 years old), you can use the service of application under the supervision of a parent or legal guardian, provided that giving his consent to abide by the clauses of the terms of use.

Security protection of application:

You're definitely not allowed violate or attempt to breach security protection of application, including for example, but not limited to logging in to information not allocated to you or to log into server or account you are not official authorized to use the same.

- Attempting to explore, test or examine the capacity of the system of network, or trying to hack into the security system or protection level without being authorized to do such action.

- Attempt to jam or interfere with the service submitted to any other user, host, network or host including for example, but not limited to spread and send virus to the application, or overloading the application, sending chain letters or spams or any other method would damage safter of the application.

* Stimulation to spoof IP address or e-mail Address or any part or website along with using it in any e-mail or mailing group. In most cases, the breaches that damage the system or website security would lead to civil and criminal penalties.

You hereby agree not to use the system's resources of hardware, programs or any method of jamming or interference or attempting to interfere with proper operation of the website, any activity or service submitted by the website.

Privacy policy:

We are aware with our responsibility towards protecting your personal information and this very seriously.

We believe that your personal information is one of our most important resources. So, we store your personal information processing through our servers and they are protected by highly-secured hardware and software.

If you have an objection on your personal information processing system by us through transfer or using by any mean, kindly contact us to talk with the person in charge.

We will not trade your personal information by any mean whatever via selling or rent to any third parties unless we have obtained your explicit consent in the first place.

Registration (My Personal Account)

The registration process of information your personal information that you provide us therewith to complete your transactions and to contact you.

You have to accept our principle to use your personal information and to update them to deal with the process of registration and to control in your anonymity during the following process to deliver the purchase order and to pay electronically.

The information you give to us during the registration process are protected data according to aforementioned privacy protection clauses. Your personal information is part of your own record of your transactions with our Services.

In the event you use the application, you will be responsible to maintain privacy of your personal account, password and to prevent access to your personal hardware. Thus, you shall bear the responsibility of all operation to be carried out through your personal account using the password.

The application shall not bear any responsibility towards any person concerning any loss or damages that may arise due to your failure in protecting your password or any other information related to your personal account. In case of doubt that there are suspicious transactions in your personal account, please call immediately through any means.

E-Communication:

Once you agree to use the application and our electronic services, thus you agree to receive our e-mail of its all types via e-mail, our newsletter, notifications or alerts advertised hereof in the Website.

Accordingly, you implicitly agree that all electronic transactions sent to you by us are legally binding and are treated as written transactions.

We have the right to control, record and save any phone call, e-mail or other form of electronic communication with you for training purposes in order to verify the advices and comments addressed to us and to enhance and develop the quality of service submitted to our clients.

Product details, stock and prices

In our constant quest to provide accurate and comprehensive information about our products (such as product availability, prices, product's specifications, illustrations and technical characteristics) and to submit comprehensive information of the Services, we may encounter some typographical errors.

The maximum accuracy in the display product's colors in the application is observed, but the colors you see in the application is mainly based on your screen settings and this falls out of our scope of our authorities as we cannot conclusively ensure of the color's settings are adopted on your screen.

Posting of details relating to products or services (including but not limited to, marketing newsletters, advertisements, commercial offers, magazine offers, and small publications) on the Application is not considered guarantee for availability of the products, offers or prices.

Some errors may occur during the process of providing the product or service and providing detailed information about prices on the website.

The application cannot provide you with product prices or know separately or to inform you with total cost of the product or service until you deliver your entire electronic order. In the event that the invoice for a product or service has been ordered and issued and the price or the information is incorrect due to an error in registration of the correct price or the information of the products or services, hence the application has the right in this case to either to contact you to clarify this error and how to deal therewith or to cancel your order and notify you of such cancellation. If your application has been accepted it will be followed up electronically.

We strive to give you the best prices on the application where the availability of products as well as prices are subjected to change without prior notice.

Shipping, Delivery & Receipt

We are looking forward to serve you in a manner match with your aspirations in providing this service, so we hope to provide us with a clear address to ensure fast delivery. The address must include the number of building, villa or apartment, in addition to the name of the street and city along with zip code, telephone number and name of the concerned person according to the attached form.

Before submitting your order, you must check the product specifications very carefully and agree to comply with the conditions of sale indicated in the paragraph entitled "Product details, stock and prices".

Delivery charges "Inside the State of Kuwait" and shipping charges "outside the State of Kuwait" are calculated according to the selected shipping plan as well as the weight and/or size and dimensions of the product to be delivered.

In the event that you failed to deliver the order due to an error on your part (this includes for example but is not limited to, writing a wrong address, writing incorrect name), hence an additional fee will be applied to you to resend the order.

Payment:

The application offers the ability to purchase products or services through the application (online) and paying the required amount via the Internet according to the shipping and delivery service available in the State of Kuwait. All cash transfers and payments including licenses and financial entitlements must be done by Kuwaiti Dinars.

For online payments: We accept payments through SADAD system pf payments, Credit Cards (KNET, Visa or MasterCard)

In case of online payment, the customer will receive a notification on the screen as soon as the payment is accepted. We shall not bear any responsibility if the payment is refused or cancelled by the credit card service provider for any reason. You should check with the bank providing the credit card service about the reason for refusal.

We do not store your credit card information on the App. All information and details you enter through the payment gateway are encrypted for the purpose of security protection, and communications circulating to and from the service provider's website are also encrypted.

We do not provide any of payment information made through the Site to other companies or individual entities unless it is requested by an official legal entity. This information is processed by our payment officer.

You must ensure that the information relating to your credit card, you use to pay for the Electronic Services, is correct, valid and accurate, and you must use your credit card legally.

Your personal information will not be used or shared by the Electronic Services with any third party except to verify the legitimacy of the information and not to falsify it, when requested by law or legitimate systems or at the request of the court.

The online application service will not be responsible by any means for credit card fraud. You will be held fully responsible for the use of fraudulent credit cards and will be fully responsible for proving otherwise.

In the event that we are unable to provide the order or part thereof, we will inform you directly in this regard. All or part of the amount paid will be refunded by the credit card you used to pay the order's amount.

Your use of the Online Payment service in our application is considered an implicit consent on your compliance with these terms.

Canceling Order:

- We reserve the right to cancel the order any of the following reasons:
- Refuse /non- accepting payment.
- If the client delay more than one (1) hour in paying through Sadad payment system
- If the delivery address given by the client is wrong, contact information is incorrect or the customer is not accessible.
- Cancellation of the order by the client: To continue cancellation of the order, you have to call us first. You can cancel your order due to any of the following reasons:
 - If the order was not delivered or shipped to you as cancellation done after shipping or sending the order to you, we will apply extra cancellation fees on you. We reserve all the rights to compare the time in which your order had been shipped with the time in which you have sent the cancellation request.

Refund, substitute and refund

In the event of, you are not satisfied with the product, or it is defected, you can request to refund payment/ return the product.

You must call us to fill the Refund Request form before initiate in the refund process. The Refund Request form is valid for 3 days from its issuing.

If the product is returned due to a defect thereof or a defect from the manufacturer or as a result of damage during the product delivery or due to delivery of the incorrect/wrong product, no extra fees will be charged for the shipping service.

In case of return the product for other reasons (the client needs to substitute the product or his desire has changed in general), hence the shipping fees will be charged on the client.

If the client desires to return the product, it has to be completely at its original condition.