

Cancellation Policy

SEATSPACE, SAUDI ARABIA

Effective Date: 20/06/2026 · Version 1.0

1. When You Can Cancel

You may cancel an order free of charge at any time before it enters our shipment process — that is, before the order has been picked, packed, and handed over to the carrier. Up to that point, cancellation is free and any payment already made is refunded in full.

Once the order has entered the shipment process and been handed over to the carrier, the cancellation right under this Policy ends and our Return and Refund Policy applies instead.

Please read this Policy and our other policies carefully before any transaction; by signing up and placing an order, you confirm that you have read and accepted them.

2. How to Cancel

You can request a cancellation through your account on our website or by email to support@seatspace.com.sa. These are the only two channels for cancellation requests, so please contact us as soon as possible after placing your order:

- Online: your account on seatspace.com.sa
- Email: support@seatspace.com.sa

Include your order number and the reason for cancellation. We will confirm cancellation by email within one (1) to two (2) business days.

3. Cancellation After the Shipment Process Has Started

If the order has already entered the shipment process or been dispatched at the time of your cancellation request, we will do our best to stop the shipment. You may also refuse delivery, in which case the order is returned to our warehouse and your cancellation is completed.

You are not charged any cancellation, return-shipping, or restocking fee — SeatSpace bears the cost of return collection. Once the order has shipped, the refund covers the product price and VAT; the original outbound delivery (shipping) fee is not refundable. If instead you accept delivery and later decide to return the item, our Return and Refund Policy applies; returns are likewise free of restocking and return-shipping charges.

4. Custom-Built and Pre-Order Items

Custom-built items and pre-orders for upcoming stock cannot be cancelled once production or supplier procurement has begun. The point at which cancellation closes for these items is disclosed at the time of order and generally falls once production or supplier procurement starts.

5. SeatSpace's Right to Cancel

SeatSpace reserves the right to cancel any order, in whole or in part, in the following circumstances:

- A pricing or product-description error (whether on our side or a supplier's).
- Stock unavailability at the time of fulfilment, including discontinued items.
- Suspicion of fraud or non-authentic payment instruments.
- Inability to verify or deliver to the address provided.

- Force majeure circumstances as described in our Terms and Conditions.

In such cases we will notify you by email and refund any captured payment in full under Section 6.

6. Refund After Cancellation

Where you cancel before the shipment process, or where SeatSpace cancels your order, the full amount paid is refunded to the original payment method. Where the order had already shipped and is refused or returned, the refund covers the product price and VAT (the original delivery fee is not refundable). In all cases no cancellation, return-shipping, or restocking charge is deducted.

We aim to complete refunds within fourteen (14) business days of the cancellation confirmation. This is usually met, but it may occasionally take longer where a delay arises at the payment provider, your bank or card issuer, or from other circumstances beyond our reasonable control.

7. Contact

- Email: support@seatspace.com.sa

8. Legal Information

SEAT SPACE is a registered trademark under Aflak Electronic Industries Co. Ltd. All sales, invoicing, fulfillment, warranty, and customer service for SEAT SPACE products are provided by Aflak Office Furniture Trading Company, a subsidiary of Aflak Electronic Industries Co. Ltd., Saudi Arabia.