

Return and Refund Policy

SEATSPACE, SAUDI ARABIA

Effective Date: 20/06/2026 · Version 1.0

1. Overview

This Return and Refund Policy ("Policy") explains the conditions under which SeatSpace accepts returns of office furniture purchased through seatspace.com.sa and the refund mechanism that follows. It supplements the Saudi consumer-protection mechanisms supervised by the Ministry of Commerce and the customer-rights provisions of the Saudi E-Commerce Law (Royal Decree No. M/126).

Please read this Policy and our other policies carefully before any transaction. By creating an account and by placing an order, you confirm that you have read, understood, and accepted them; this consent is recorded at sign-up and at checkout.

2. Eligibility for Return

You may request a return within seven (7) days from the date you receive your order, provided that all of the following conditions are met:

- The item is unused, in its original condition, free of marks, stains, or assembly damage.
- The item is returned in its original undamaged packaging, with all accessories, manuals, fittings, and tags.
- You provide the original tax invoice or a copy of it.
- The item is not in the non-returnable categories listed in Section 3.

3. Non-Returnable Items

The following items are non-returnable and non-refundable, except in the case of a manufacturing defect or wrong delivery confirmed by SeatSpace:

- Custom-built or made-to-order chairs (e.g. specific upholstery or colour requested by the customer).
- Clearance and final-sale items, where so marked at the time of purchase.
- Items where the customer has applied modifications, drilled holes, or replaced original parts.
- Hygiene-affected items where the seat cushion or backrest has been used in a manner that prevents resale (e.g. visible wear, food stains).
- Display models sold "as is" with a disclosed condition.

4. How to Initiate a Return

Returns are requested through your account on our website or by email to support@seatspace.com.sa — these are the only two channels for return requests. Please submit your request within the seven-day window, including:

- Order number and customer name.
- Item(s) you wish to return and the reason for return.
- Clear photographs of the item and its packaging in current condition.

Our team will review your request within two (2) business days and issue a return authorisation number ("RA Number") together with collection instructions. Returns sent without an RA Number may be refused or delayed.

5. Return Shipping

SeatSpace arranges and bears the cost of return collection for all approved returns. You are not charged any return-shipping fee — whether the return is due to a change of mind, sizing or colour preference, a manufacturing defect, or a wrong item delivered.

Please keep the item in its original packaging and ready for collection by our shipping partner, Aramex (or another designated carrier), at the scheduled time.

6. No Restocking Fee

SeatSpace does not charge any restocking fee, and you are not charged for return collection — SeatSpace bears the return-shipping cost.

For buyer-initiated returns (change of mind, sizing or colour preference) and refused orders, the refund covers the product price and the VAT charged on it; the original outbound delivery (shipping) fee paid at checkout is not refundable in these cases. Where the return is due to a manufacturing defect or a wrong item delivered, the full amount — including the original delivery fee — is refunded.

7. Inspection and Approval

Upon receipt at our warehouse, returned items undergo a quality-control inspection that typically takes up to five (5) business days. If the item satisfies the eligibility conditions in Section 2, the return is approved and a refund is initiated.

If the item is found to be used, damaged due to customer mishandling, missing components, or otherwise outside the eligibility conditions, the return may be refused or a deduction applied. You will be notified of any deduction with supporting evidence before the refund is finalised.

8. Refund Method and Timing

Approved refunds are processed back to the original payment method only. The expected timing is as follows:

| Original payment method | Refund timing |
|-------------------------------------|--|
| Credit / debit card and mada | Up to 14 business days from refund approval |
| Apple Pay and other digital wallets | Up to 14 business days from refund approval |
| Bank transfer (B2B) | Up to 14 business days from refund approval |
| Cash on delivery (where available) | Refunded via bank transfer to the customer's named account, up to 14 business days |

We aim to issue approved refunds within fourteen (14) business days of approval, and in the great majority of cases they complete within this period. Occasionally it may take longer where a delay arises at the payment provider, your bank or card issuer, or from other circumstances beyond our reasonable control; we will keep you informed if any such delay occurs.

9. Defective or Wrong Item Delivered

If an item arrives defective, damaged in transit, or is the wrong item for your order, please report it within forty-eight (48) hours of delivery with clear photographs of the item, packaging, and shipping label. In such cases:

- SeatSpace will bear the cost of return collection.

- You may choose a full refund (including original shipping fees) or replacement of the same item, subject to stock availability.
- No restocking fee applies.

10. Exchanges

Where you wish to exchange an item for a different colour, size, or model, you may either (a) return the original item under this Policy and place a new order, or (b) request a direct exchange where stock and logistics permit. Direct exchanges are subject to availability and may involve a balance payment or partial refund based on the price difference.

11. Dispute Resolution

If you are not satisfied with the outcome of a return or refund request, please contact our customer service team at support@seatspace.com.sa for escalation. Most disputes are resolved internally within ten (10) business days. If a resolution cannot be reached, you may pursue the dispute through the consumer-protection channels provided by the Ministry of Commerce.

12. Your Consumer Rights

This Policy does not affect any non-waivable statutory consumer rights you may have under the laws and regulations of the Kingdom of Saudi Arabia. Where a provision of this Policy conflicts with such non-waivable rights, the relevant statutory provision shall prevail.

13. Contact

- Email: support@seatspace.com.sa

14. 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.