

Terms and Conditions

SEATSPACE, SAUDI ARABIA

Effective Date: 20/06/2026 · Version 1.0

1. Acceptance of Terms

These Terms and Conditions (“Terms”) govern your access to and use of the website seatspace.com.sa and the related services (collectively, the “Site”), operated by Aflak Office Furniture Trading Company, the authorised operator of the SEAT SPACE brand (“SeatSpace”, “we”, “us”). By browsing the Site, creating an account, or placing an order, you agree to be bound by these Terms.

These Terms are issued in compliance with the Saudi E-Commerce Law promulgated by Royal Decree No. M/126 dated 07/11/1440H (corresponding to 10 July 2019) and its Implementing Regulations, the Personal Data Protection Law, and other applicable laws of the Kingdom of Saudi Arabia.

Please read these Terms and our related policies — including the Privacy Policy, Shipping Policy, Return and Refund Policy, Cancellation Policy, Payment Policy, and Warranty Policy — 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

You must be at least eighteen (18) years of age and have full legal capacity to enter into a binding contract under the laws of the Kingdom of Saudi Arabia. By placing an order you represent and warrant that you meet these requirements.

3. Account Registration and Security

You may browse the Site without an account, but placing an order or accessing certain features may require registration. You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account. You must notify us immediately at support@seatspace.com.sa of any unauthorised use of your account.

SeatSpace reserves the right to refuse, suspend, or terminate any account where there is reasonable suspicion of fraudulent activity, breach of these Terms, or abusive behaviour.

4. Product Information and Pricing

All prices displayed on the Site are in Saudi Riyals (SAR) and are inclusive of value-added tax (VAT). VAT is charged at the rate set by the Zakat, Tax and Customs Authority (ZATCA) and applicable at the time of purchase; the current rate is fifteen percent (15%). Should the government change this rate in future — whether an increase or a decrease — VAT will be charged at the rate then in force. Shipping fees, where applicable, are calculated and displayed at checkout.

We make reasonable efforts to ensure that product descriptions, images, dimensions, and specifications are accurate. However, slight variations in colour rendering, fabric texture, or finish may occur due to monitor settings, manufacturing tolerances, or batch differences. Such variations do not constitute a defect.

5. Order Acceptance

Your order constitutes an offer to purchase. A binding contract is formed only when we issue an order confirmation by email and capture payment. We reserve the right to refuse or cancel any order, in whole or in part, for reasons including but not limited to: pricing or description errors, stock unavailability, suspected fraud, or where we cannot verify the delivery address.

In the event we cancel an order after payment has been captured, we will refund the full amount through the original payment method within fourteen (14) business days.

6. Payment

Accepted payment methods are described in our Payment Policy. All electronic payments are processed by PayTabs, our SAMA-licensed payment service provider (or another licensed provider we may designate); SeatSpace does not collect, process, or store full card details. Title to goods passes to you only upon full receipt of the purchase price.

7. Delivery

Delivery is governed by our Shipping Policy. Orders are delivered through our shipping partner, Aramex (or another carrier we may designate). Standard lead times within the Kingdom of Saudi Arabia are five (5) to fifteen (15) business days from order confirmation, depending on region and stock status. SeatSpace is not liable for delivery delays caused by the carrier, force majeure, customs, or remote-area access.

8. Returns and Refunds

Returns and refunds are governed by our Return and Refund Policy, which is incorporated into these Terms by reference. In summary, eligible items may be returned within seven (7) days of delivery, in unused condition with original packaging and invoice. Returns are free of charge — SeatSpace does not charge restocking or return-shipping fees and bears the cost of return collection. For buyer-initiated returns and refused orders the refund covers the product price and VAT (the original delivery fee is non-refundable); returns due to a manufacturing defect or our error are refunded in full.

9. Warranty

Warranty is provided under our Warranty Policy. Warranty coverage, duration, and conditions vary from product to product — each product may carry different warranty criteria and conditions — so please refer to our Warranty Policy and the specific product's warranty details to see exactly what applies to your purchase.

10. Intellectual Property

All content on the Site — including but not limited to the SeatSpace name and logo, product photography, illustrations, written copy, software, and the overall look and feel — is the property of SeatSpace or its licensors and is protected by the intellectual-property laws of the Kingdom of Saudi Arabia and applicable international treaties. You may not reproduce, distribute, modify, or create derivative works without our prior written consent, except for personal, non-commercial browsing and a single personal copy of order documents.

11. User Conduct and Prohibited Use

You agree not to use the Site for any unlawful purpose or in any manner that could damage, disable, overburden, or impair the Site, or interfere with another user's use of it. Without limitation, you must not:

- Attempt to gain unauthorised access to any part of the Site, account, or server.
- Use the Site to transmit any virus, malware, or other harmful code.
- Engage in any form of automated data collection, scraping, or framing without our prior written consent.
- Misrepresent your identity, impersonate another person, or use the Site for fraudulent transactions.
- Post or transmit content that is unlawful, defamatory, infringing, or contrary to Sharia principles or KSA public order.

Violations may result in suspension of access, cancellation of orders, and referral to the competent authorities under the Anti-Cyber Crime Law (Royal Decree No. M/17, 2007).

12. Reviews and User-Generated Content

You may submit product reviews and other content where the Site enables you to do so. By submitting content, you grant SeatSpace a non-exclusive, royalty-free, worldwide licence to use, reproduce, and display that content in connection with our business. You are solely responsible for the legality and accuracy of the content you submit and must not post content that is misleading, defamatory, or that infringes the rights of any third party.

We reserve the right to moderate, edit, or remove user content at our discretion, without notice.

13. Third-Party Links

The Site may contain links to third-party websites. These are provided for convenience only. SeatSpace does not control and is not responsible for the content, privacy practices, or availability of any third-party site. Your use of any linked site is at your own risk and is governed by the terms of that site.

14. Disclaimers and Limitation of Liability

To the maximum extent permitted by the laws of the Kingdom of Saudi Arabia, the Site and all products and services are provided on an “as is” and “as available” basis. SeatSpace makes no warranties of any kind, whether express or implied, regarding uninterrupted availability, the absence of errors, or fitness for any particular purpose, except for warranties that may not be excluded under applicable consumer-protection law.

Subject to the foregoing, SeatSpace’s aggregate liability arising out of or in connection with these Terms or any order shall be limited to the value of the relevant order. SeatSpace shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or for loss of profits, loss of use, or loss of data, even if advised of the possibility of such damages.

15. Indemnity

You agree to indemnify and hold SeatSpace, its officers, employees, and agents harmless from and against any claims, damages, liabilities, and expenses (including reasonable legal fees) arising out of your breach of these Terms, your misuse of the Site, or your violation of any law or third-party right.

16. Force Majeure

SeatSpace shall not be liable for any failure or delay in performance caused by circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, fire, war, civil unrest, governmental actions, port closures, customs delays, telecommunications failures, or carrier disruptions.

17. Termination

We may suspend or terminate your access to the Site or your account at any time, with or without notice, for any breach of these Terms or where required by law. Sections of these Terms that by their nature should survive termination — including intellectual property, indemnity, limitation of liability, and governing law — shall survive.

18. Governing Law and Jurisdiction

These Terms and any non-contractual obligations arising out of or in connection with them shall be governed by and construed in accordance with the laws and regulations in force in the Kingdom of Saudi Arabia, and the principles of Sharia where applicable. The competent courts located in Riyadh shall have exclusive jurisdiction to settle any dispute, without prejudice to your statutory rights as a consumer.

19. Severability

If any provision of these Terms is held to be invalid or unenforceable by a competent court, that provision shall be severed and the remaining provisions shall continue in full force and effect.

20. Entire Agreement

These Terms, together with our Privacy Policy, Return and Refund Policy, Shipping Policy, Cancellation Policy, Payment Policy, and Warranty Policy, constitute the entire agreement between you and SeatSpace concerning the Site, and supersede any prior oral or written agreements.

21. Contact

- Aflak Office Furniture Trading Company
- RHOB7204, King Fahd Road, Al Olaya District, Riyadh, Saudi Arabia.
- Email: support@seatspace.com.sa

22. 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.