Heaven For Hijabis

MODESTY · ELEGANCE · CONFIDENCE

Terms & Privacy

Clear, simple information about shopping with Heaven For Hijabis and how customer information is handled.

Effective date: 2 October 2026
Website: heavenforhijabis.com

Terms & Conditions

> **Important:** By browsing or placing an order through our website, you agree to these terms. Please read them before completing a purchase.

1. About the store

Heaven For Hijabis offers modest fashion, hijabs, accessories, fragrances and curated product bundles to customers in Pakistan.

2. Products, prices and availability

- Product images are provided for illustration. Colours may vary slightly by screen and lighting.
- Prices are shown in Pakistani Rupees and may change without prior notice.
- We may correct typographical, pricing or availability errors and will contact you if an affected order needs correction.
- An order is accepted once it has been confirmed by the store.

3. Orders and Cash on Delivery

Customers must provide accurate name, phone number and delivery address. For Cash on Delivery orders, the customer agrees to receive the parcel and pay the confirmed amount to the courier at delivery.

4. Delivery

Delivery timelines depend on the destination, courier capacity, weather and other circumstances outside our control. We may contact you to confirm an order or clarify delivery details. Delays caused by an incorrect address or unavailable recipient may require additional delivery arrangements.

5. Returns, exchanges and damaged parcels

Contact us as soon as possible if an item arrives damaged, incorrect or materially different from the ordered product. Keep the original packaging and share clear photos or an unboxing video where available. Eligibility for a return or exchange depends on product condition and our confirmation.

- Items should be unused, unworn, unwashed and returned with original tags or packaging.

- Personalised, hygiene-sensitive or opened fragrance items may not be eligible for return.
- Do not send an item back before receiving return instructions.

6. User conduct

Do not misuse the website, submit false order information, interfere with site security or use the store for unlawful activity. We may cancel suspicious or fraudulent orders.

7. Intellectual property

Website text, branding, product photography and design belong to Heaven For Hijabis or their respective owners. They may not be copied, republished or commercially used without permission.

8. Changes and contact

We may update these terms when our services or policies change. The latest version published on the website will apply to future orders.

Customer support
Email: bilaltech341@gmail.com
Website: heavenforhijabis.com

Privacy Policy

> **Short version:** We collect only the information needed to process orders, deliver products, support customers and improve the store.

1. Information we collect

- Contact and delivery details such as name, phone number, email and address.
- Order details, products purchased, payment method and delivery status.
- Messages or information you provide when contacting customer support.
- Basic technical information such as browser, device and pages visited, where collected by the website or hosting services.

2. How we use information

- To confirm, process and deliver orders.
- To respond to questions, complaints, returns and exchanges.
- To prevent fraud, abuse and unauthorised activity.
- To maintain, secure and improve the website and customer experience.
- To send service-related updates. Marketing messages will be sent only where permitted and can be declined.

3. Sharing information

We may share necessary information with delivery and technology service providers that help us operate the store. We do not sell customer personal information. We may disclose information where required by law or necessary to protect customers, the store or the public.

4. Payments and security

Cash on Delivery is currently offered as shown at checkout. We use reasonable safeguards to protect information, but no internet transmission or storage system can be guaranteed completely secure.

5. Cookies and similar technologies

The website may use cookies or session storage to keep the cart, remember preferences, maintain login sessions and understand basic site usage. You can adjust cookie settings in your browser, though some store functions may not work correctly without them.

6. Retention

We keep information only for as long as reasonably needed for orders, customer support, accounting, security and legal obligations, after which it is deleted or anonymised where practical.

7. Your choices

You may contact us to ask about the personal information associated with your order, request correction of inaccurate details, or ask a question about how your information is used. Some records may need to be retained for legal or operational reasons.

8. Children and policy updates

The store is intended for general shoppers and is not directed at children. We may update this policy as the website or legal requirements change. The effective date above shows when this version was issued.

Privacy questions
Email: bilaltech341@gmail.com
Website: heavenforhijabis.com

This document is a practical store policy template and is not a substitute for advice from a qualified legal professional. Review it against your actual return process, vendors and applicable Pakistani requirements before publishing.