

Shipping & Returns Policy

Shipping & Delivery

At Q&S Islamic Store, we aim to dispatch orders promptly and keep our customers informed throughout the delivery process.

Delivery Destinations

We deliver to most mainland UK addresses and selected international destinations.

Please note that certain remote locations, islands and offshore destinations may incur additional delivery charges. If you are unsure whether additional charges apply to your address, please contact us before placing your order and we will be happy to assist you.

International Delivery

We regularly ship products to customers around the world. International shipping costs vary depending on the destination and the size of the order. If you would like a quotation before placing an order, please contact us.

Dispatch Times

We aim to dispatch orders within 1–3 working days after payment has been received.

Orders placed during weekends, public holidays or periods of exceptional demand may take slightly longer to process.

Delivery Times

Delivery times vary depending on the destination and delivery service selected at checkout. Any delivery estimates provided are intended as guidance only and cannot be guaranteed.

We are not responsible for delays caused by circumstances outside our reasonable control, including adverse weather conditions, customs processing or courier disruptions.

Tracking

Where a tracked delivery service is used, tracking details will be provided once your order has been dispatched.

Incorrect Addresses and Failed Deliveries

Please ensure that your delivery details are accurate when placing your order.

If an order is returned to us due to an incorrect address, failed delivery attempts or failure to collect the parcel, additional delivery charges may apply before the order can be re-dispatched.

Returns & Refunds

We want you to be happy with your purchase. If you experience any problems with your order, please contact us and we will do our best to resolve the matter fairly and promptly.

Returning an Item Because You Have Changed Your Mind

If you are a consumer purchasing online, you have the right to cancel your order within 14 calendar days of receiving your goods.

To exercise this right, please notify us by email at:

info@theislamicstore.co.uk

You must return the goods to us within 14 calendar days of informing us of your decision to cancel.

Condition of Returned Goods

Returned items must be:

- Unworn and unused;
- In their original condition;
- With all tags and labels still attached;
- Returned in their original packaging where reasonably possible;
- Suitable for resale.

We reserve the right to reduce the amount refunded if the value of the goods has been diminished through handling beyond what would reasonably be permitted in a shop.

Return Postage Costs

If you are returning an item because you have changed your mind, you will be responsible for the cost of returning the goods to us.

We recommend using a tracked delivery service, as we cannot be responsible for items lost in transit during return.

Faulty, Damaged or Incorrect Items

If you receive goods that are faulty, damaged or incorrect, please contact us as soon as reasonably possible.

Where appropriate, we will offer a replacement, repair or refund in accordance with your statutory rights under the Consumer Rights Act 2015.

If a return is required because the item is faulty, damaged or supplied incorrectly, we will cover the reasonable cost of return postage.

Refunds

Approved refunds will be processed using the same payment method used for the original purchase.

Refunds will normally be issued within 14 calendar days of:

- Receiving the returned goods; or
- Receiving evidence that the goods have been returned, whichever occurs first.

Exchanges

If you require a different size, colour or alternative item, please contact us and we will do our best to assist you, subject to stock availability.

Contact Us

If you have any questions regarding shipping, returns or refunds, please contact us:

Email: info@theislamicstore.co.uk

Telephone/WhatsApp: +44 7876 756 877

We are always happy to help.