

CANCELLATION AND REFUND POLICY

1. You acknowledge that your cancellation, or attempted cancellation of an order due to reasons not attributable to Al Wasl Water, that is, in the event you provide incorrect particulars, contact number, delivery address etc., or that you were unresponsive, not reachable or unavailable for fulfillment of the services offered to you, shall amount to breach of your unconditional and irrevocable authorization in favour of Al Wasl Water on your behalf ("Authorization Breach"). In the event you commit an Authorization Breach, you shall be liable to pay the liquidated damages of an amount equivalent to the order value. You hereby authorize Al Wasl Water to debit or collect the amount payable as liquidated damages through such means as Al Wasl Water may determine in its discretion, including without limitation, by deducting such amount from any payment made from your E-Wallet balance or towards your next Order.
2. There may be cases where Al Wasl Water is either unable to accept your order or cancels the order, due to reasons including without limitation, technical errors, unavailability of the item(s) ordered, or any other reason attributable to Al Wasl Water. In such cases, Al Wasl Water shall not charge a cancellation charge from you. If the order is cancelled after payment has been charged and you are eligible for a refund of the order value or any part thereof, the said amount will be reversed to you.
4. Any complaint, with respect to the order, which shall include instances of delivery of the wrong order or poor quality, you will be required to share the proof of the same before any resolution can be provided. In such cases, please share proof and details to customercare@alwaslwater.com.

5. Once you recharge for a package using our services, you are not entitled to any refunds unless Al Wasl Water is unable to deliver to you or have any instances of delivery of the wrong order or poor quality. Any refund processed by Al Wasl Water will be credited back to the customer in two weeks from date of confirmation.

6. You can terminate your account with Al Wasl Water by sending an email to customercare@alwaslwater.com and state your request. In termination of your account, any unused AED amount in your main wallet or Cash Back wallet will be absolved by Al Wasl Water and cannot be refunded or returned to you.