Shipping & Refunds Policy – Al Nadi Pharmacy
Effective Date: July 10, 2025

At Al Nadi Pharmacy, we strive to provide fast, reliable delivery and a clear refund process that ensures peace of mind. Please review the following policy which outlines our shipping timelines and refund procedures.

1. Shipping Policy

- Order Processing: All orders are processed during business hours. Orders placed after working hours will be processed the next business day.
- Delivery Areas: We deliver across Cairo and select regions in Egypt. Availability may vary by product and delivery zone.
- Delivery Time: Orders are typically delivered within 1–3 business days, depending on your location and stock availability.
- Shipping Fees: Shipping fees vary based on the delivery location and order size. Final costs are shown at checkout.

2. Return & Refund Policy

Refunds can be processed under the following conditions, pending prior approval from our support team:

***A.* Same-Day Return Request**

If a customer requests a return on the same day the order was placed:

- The order can be cancelled and refunded immediately.
- Products must be unopened and in their original condition.
- A return courier will be scheduled upon confirmation.

B. Post-Day Return Request

If a return is requested after the same day, but still within the valid return period:

- The customer will be refunded within 14 business days of approval.
- Items must remain sealed, unused, and eligible for return under health and safety regulations.

Note: In both cases, the return is subject to approval by Al Nadi Pharmacy. Refunds will not be processed without prior coordination and confirmation.

3. Non-Returnable Items

Due to the nature of pharmaceutical and personal care products, some items are not eligible for return, including:

- Opened or used products
- Items without original packaging
- Prescription medications (unless damaged or incorrect)

4. How to Request a Return

To initiate a return:

1. Contact our customer service via hotline: 16196

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1. Provide your order number and reason for return
2. Await confirmation and return instructions from our team

5. Refund Method

Approved refunds will be issued via the original payment method, unless otherwise agreed. Processing may take up to 14 business days depending on your bank or payment provider.

If you have any questions about our Shipping & Refund Policy, please contact us:

📞 Hotline: 16196
✉️ Email: info@alnadipharmacy.com
📍 Address: 1 H El Qods El Sharif Street, El Nozha, Heliopolis, Cairo, Egypt

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