

XCLUSIVE SERVICES

# SHOP & DELIVER



## TERMS AND CONDITIONS

- Delivery service managed by QUIKUP.
- Customers can redeem the service when they spend AED 500 at the mall on that specific day.
- All deliveries handed to QUIKUP must adhere to QUIKUP's Terms & Conditions.
- Deliveries are made only on ambient temperature products.
- Items must be packaged in a box/pouch, with a maximum of one box/pouch per order.
- The maximum parcel dimensions should not exceed 70cmx70cmx60cm.
- Packages worth AED 5,000 or more are not accepted.
- Gold, watches & jewelry are not accepted.
- Food & groceries are not accepted.
- Card payments are subject to a 2.5% charge.
- All rates are exclusive of 5% VAT.
- The supplier must obtain proof of delivery from the recipient for successfully delivered orders, which can be provided upon request. These records are maintained for 15 calendar days.
- **Next Day Delivery:** Orders must be placed maximum by 5 PM. Pickup occurs between 5 PM and 7 PM.
- **Same Day Delivery:** Orders must be placed maximum by 3 PM. Pickup occurs between 3 PM and 5 PM.
- **4-Hour Delivery:** Orders must be placed maximum by 6 PM. Pickup occurs within 1 hour. The base price is 20 AED for the first 7 KM, with an additional AED 1 per KM after that.



Dubai Festival City Mall

