

PAULINE CAKE

DUBAI

KHALID MOHD AL ABDOOLI
BUILDING, AL QUOZ INDUSTRIAL
AREA 1, Dubai, UAE, P.O. Box 452476
+971 4 834 3956
documents@paulinecake.ae
<https://paulinecake.ae>

DELIVERY POLICY

1. General Information

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order, using the original method of payment.

2. Delivery Location

Items offered on the platform (including web application <https://paulinecake.ae> and mobile application Pauline Cake) are only available for delivery to addresses in **DUBAI**. **We also accept orders from international customers who are shipping to addresses within DUBAI only.** Any shipments to **OTHER EMIRATES** are not available at this time.

3. Delivery Time

An estimated delivery time will be provided to you once your order is placed. Delivery times are estimates and commence from the date of shipping, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order.

Unless there are exceptional circumstances, we make every effort to fulfill your order within [15] business days of the date of your order. Business day means Monday to Friday, except holidays.

The time of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered.

4. Shipping Costs

Shipping costs are based on the delivery location of your order. To find out how much your order will cost, simply add the items you would like to purchase to your cart, and proceed to the checkout page. Once at the checkout screen, shipping charges will be displayed.

Additional shipping charges may apply to remote areas or for large or heavy items. You will be advised of any charges on the checkout page.

5. Damaged Items in Transport

If there is any damage to the packaging on delivery, contact us immediately at **+971 52 277 1384**.

6. Questions

If you have any questions about the delivery, shipment or your order, please contact us at **+971 52 277 1384**