



STAGGY CAMERA HUB

RETURN, EXCHANGE & REFUND POLICY (UAE-COMPLIANT)

Effective Date: Dec, 21, 2025

1. Introduction

This Return, Exchange, and Refund Policy applies to all purchases made through Staggy Camera Hub, a division of RBS Digital Hub, operating in the United Arab Emirates.

Our policies follow the UAE Consumer Protection Law (Federal Law No. 15 of 2020) and related regulations to ensure transparency, fairness, and customer protection.

2. General Conditions for Returns & Exchanges

- Customers have the right to receive goods that match the description, are free from defects, and function as intended, as required by UAE consumer protection regulations.
- All returns and exchanges must be requested within the specified timeframes and must include proof of purchase (invoice), as required by UAE retail compliance guidelines.
- Products must be returned in their original condition unless the return is due to a manufacturing defect.

3. Return Policy

3.1 Eligibility for Return

Customers may request a return under the following conditions:

- The item is unused, in original packaging, with all accessories, manuals, and tags intact.
- The return request is made within 7 days of receiving the product.
- The product received is incorrect, damaged, or not as described.

3.2 Non-Returnable Items

For hygiene, safety, and quality control reasons, the following items cannot be returned unless defective:

- Camera bodies and lenses that show signs of use
- Memory cards, batteries, chargers, and consumables
- Clearance or “as-is” items
- Customized or special-order products

4. Exchange Policy

4.1 Eligibility for Exchange

An exchange may be offered when:

- The product is defective or malfunctioning upon delivery.
- The customer prefers a replacement instead of a refund.
- The exchange request is made within 7 days of purchase.

4.2 Conditions

- Exchanges are subject to product availability.
- If the replacement item is of higher value, the customer must pay the difference.
- If the replacement item is of lower value, the difference will be refunded as store credit.

5. Refund Policy

5.1 Refund Approval

Refunds are issued when:

- A product is proven defective and cannot be repaired or replaced.
- The product delivered does not match the description or advertised specifications.
- The supplier fails to provide the service or product as agreed, in line with UAE consumer rights laws.

5.2 Refund Method

- Refunds will be processed using the original payment method.
- Refunds may take 7–14 business days depending on the bank or payment provider.
- Shipping fees are non-refundable unless the return is due to an error from Staggy Camera Hub.

6. Warranty & Repairs

- All products sold by Staggy Camera Hub include a standard warranty as per UAE consumer protection requirements.
- Warranty covers manufacturing defects only.
- Damage caused by misuse, impact, water, or unauthorized repairs is not covered.

7. Return & Exchange Process

1. Contact our customer support team at [Insert Email/WhatsApp].
2. Provide your order number, product details, and reason for return/exchange.
3. Our team will review your request and provide approval instructions.
4. Items must be returned to our designated drop-off location or via approved courier.
5. Once inspected, we will process your refund, exchange, or store credit.

8. Compliance with UAE Law

This policy is aligned with:

- Federal Law No. 15 of 2020 on Consumer Protection
- Executive Regulations (Cabinet Decision No. 66 of 2023)
- Dubai/UAE Consumer Rights Guidelines (DED/ADDED)

These laws ensure the customer's right to quality goods, clear information, fair treatment, and proper resolution of complaints.

9. Contact Information

For returns, exchanges, or refund inquiries:

Staggy Camera Hub Admin.

Email: admin@staggycamerahub-onlineshop.ae

WhatsApp: +971 52 228 4905

Website: <https://rbsdigitalhub.com/staggycamerahub/>

