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CUSTOMER PROTECTION & POLICIES — FLYWHEEL ME

PAYMENTS

All products listed on our website are available for **secure online payment via Stripe**, accepting major credit and debit cards.

We also accept **direct bank transfers** for B2B or custom projects. In such cases, payment instructions will be provided on your invoice.

- **Standard orders:** 100% **upfront payment** is required to confirm and process your order.
- **Custom gym solutions or large-scale projects:** We offer **project-based billing** with scheduled payments tied to agreed milestones. Installments are available for eligible businesses, teams, and institutions.

Please ensure your payment is completed to avoid delays in order processing or dispatch.

SHIPPING

We offer **free shipping across the Middle East** for all online purchases made through our website.

Countries With Unrestricted Delivery

Free, direct shipping is available with **no known restrictions** to the following countries:

United Arab Emirates, Saudi Arabia, Kuwait, Bahrain, Oman, Qatar, Jordan, Lebanon, and Egypt.

Restricted or Regulated Countries

For destinations such as **Iraq, Syria, and Yemen**, and certain other areas with logistical or regulatory constraints, delivery may require additional documentation, longer processing, or may not be available at this time.

We also offer shipping to **India and other selected Asian countries**, depending on current logistics and import regulations.

Estimated Delivery Time

Delivery typically takes **4 to 14 business days**, depending on your location and the availability of the product.

However, delays in transit may arise due to customs clearance, local handling, or other factors beyond our control.

To ensure smooth delivery, please provide your **exact location** when placing your order. We will confirm availability, lead times, and any special requirements based on your shipping destination.

LOCAL TAXES (UAE)

All orders shipped within the **United Arab Emirates** include **5% VAT** in compliance with local tax laws.

If you're purchasing on behalf of a VAT-registered company, please provide your **TRN (Tax Registration Number)** during checkout or when requesting a quote.

For shipments outside the UAE, the buyer is responsible for any **import duties, taxes, or customs clearance fees** applicable in their destination country.

RETURNS & SATISFACTION GUARANTEE

We offer a **14-day satisfaction guarantee** for standard purchases made online. If you're not satisfied with your product, you may return it in original packaging and unused condition for a full refund or exchange.

Return shipping fees may apply unless the return is due to a product fault or error on our side.

WARRANTY

All products come with a **2-year warranty** covering material and manufacturing defects under normal use.

This warranty excludes misuse, accidents, or improper installation.

For commercial or high-frequency use, extended warranty options may be discussed as part of project contracts.

TERMS & CONDITIONS

By using our website and purchasing from Flywheel UAE, you agree to our terms of service, privacy policy, and payment conditions.

These terms ensure transparency, protect your rights, and outline our responsibilities.

Full Terms & Conditions are available upon request or accessible through our website footer.

PRIVACY POLICY

We respect your privacy. All personal information collected through our website or during order processing is handled in accordance with **UAE Data Protection Regulations** and will never be shared with third parties without your consent.

CERTIFICATIONS

All equipment sold by Flywheel UAE meets international safety and performance standards and is sourced from **globally certified brands**. Certification documents are available for institutional buyers upon request.