

Shipping Policy for FYSM Market FZC LLC

1. Company Information

This Shipping Policy is issued by FYSM Market FZC LLC, a duly registered Free Zone Company operating under License No. 4414135.01 from the Sharjah Publishing City Free Zone. Our corporate headquarters are located at Business Centre, Sharjah Publishing City Free Zone, Sharjah, United Arab Emirates. For all shipping-related communications and customer service inquiries, we can be reached at fysmmarket@gmail.com during our standard business hours.

2. Governing Legal Framework

This Shipping Policy operates within the comprehensive legal framework of the United Arab Emirates, drawing its validity from established federal legislation and commercial regulations. The policy has been formulated in strict compliance with the UAE's commercial transactions law and consumer protection regulations, ensuring alignment with both local statutory requirements and international shipping standards. Our operations adhere to the specific regulatory guidelines established by the Sharjah Publishing City Free Zone Authority, maintaining the highest standards of legal compliance in all our shipping activities.

3. Global Shipping Operations

Our company maintains an extensive global shipping network that facilitates the international distribution of products from our UAE-based distribution centers to customers worldwide. The geographic scope of our shipping services encompasses most international destinations, though certain jurisdictions may be subject to shipping restrictions due to specific import regulations, customs limitations, or other regulatory considerations. We require customers to assume responsibility for verifying the legal import status of our products within their respective countries, as international regulations governing dietary supplements and health products vary significantly across different jurisdictions.

4. Shipping Methodology and Carrier Selection

We have established strategic partnerships with multiple internationally recognized shipping carriers to ensure reliable and efficient global delivery services. The selection of specific carriers for each shipment is determined through a comprehensive evaluation process that considers multiple factors including destination country, package characteristics, delivery urgency, and cost efficiency. All shipments are accompanied by detailed tracking capabilities and include appropriate insurance coverage to protect against potential transit-related issues, providing customers with both security and visibility throughout the delivery process.

5. Delivery Timeframes and Processing

Our standard order processing protocol requires two to three business days for order verification, payment processing, and shipment preparation. Following this processing period, delivery timeframes vary based on the destination's geographic location and the selected shipping method. While we provide customers with estimated delivery windows based on historical performance data and carrier specifications, these timeframes represent approximations rather than guaranteed delivery dates. Various factors including customs processing, weather conditions, and carrier operational considerations may influence actual delivery dates.

6. Shipping Cost Structure

The calculation of shipping costs incorporates multiple variables including package weight and dimensional characteristics, the destination country's location, the selected service level, and any additional value-added services requested by the customer. All shipping charges are clearly displayed during the checkout process before payment authorization, ensuring complete transparency. We reserve the right to periodically adjust our shipping rates in response to changes in carrier pricing structures, fuel surcharges, and other operational cost variables.

7. International Customs Considerations

All international shipments originating from our UAE facilities are subject to standard customs declaration procedures and import regulations. Customers acknowledge and accept full responsibility for all import duties, customs clearance fees, value-added taxes, and other levies imposed by the destination country's authorities. The company's role is limited to providing accurate product descriptions and value declarations for customs purposes, while the actual clearance process remains the responsibility of the recipient. We cannot be held liable for delays resulting from customs inspection procedures or regulatory compliance reviews in the destination country.

8. Shipment Tracking and Monitoring

Upon shipment dispatch from our facilities, customers receive automated electronic notifications containing detailed tracking information and carrier references. Our system provides multiple access points for shipment monitoring, including direct integration with carrier tracking systems, a dedicated customer portal on our website, and compatibility with mobile applications offered by our carrier partners. These tracking mechanisms provide real-time visibility into shipment progress from departure through final delivery.

9. Shipping Limitations and Restrictions

Our shipping practices strictly adhere to international trade regulations and UAE

export control laws. Certain product categories may be subject to shipping restrictions based on their composition, intended use, or regulatory classification in specific jurisdictions. We maintain the right to refuse shipment to destinations where products may violate local import regulations or where legal uncertainty exists regarding their lawful importation. Customers are expected to verify the legal status of products in their country before completing purchase transactions.

10. Delivery Issue Resolution Protocol

In the event of delivery complications or shipping irregularities, customers are directed to initiate contact with the designated carrier for immediate delivery status inquiries. For unresolved issues, customers must formally notify our customer service department within seven days of the estimated delivery date, providing comprehensive documentation including tracking details and a detailed description of the concern. Our team will actively engage with carrier representatives to investigate and resolve shipping discrepancies in accordance with our service agreements.

11. Return Shipping Procedures

The process for returning products follows the separate guidelines outlined in our comprehensive Return Policy documentation. Unless otherwise explicitly stated in specific promotional offers or warranty provisions, customers bear responsibility for all costs associated with return shipping, including international return postage and customs clearance fees. All international returns must comply with UAE import regulations and may be subject to customs inspection upon re-entry into the United Arab Emirates.

12. Policy Modification and Updates

Our company maintains the right to periodically review and amend this Shipping Policy to reflect changes in operational procedures, carrier relationships, or regulatory requirements. Customers conducting transactions with our company will be governed by the shipping policy version in effect at the time of their order placement. Significant modifications to our shipping terms and conditions will be communicated through appropriate channels including email notifications and website announcements.

13. Customer Service Availability

For assistance with shipping inquiries, order status updates, or delivery concerns, our customer service team is available through electronic mail at fysmmarket@gmail.com. Our standard operating hours extend from Sunday through Thursday, 9:00 AM to 6:00 PM Gulf Standard Time, excluding official UAE holidays and recognized observances.

14. Force Majeure Provisions

The company cannot be held liable for shipping delays or service interruptions resulting from circumstances beyond our reasonable control. These include but are not limited to natural disasters, severe weather events, political unrest, terrorism, government-imposed restrictions, widespread carrier service disruptions, or other qualifying force majeure events that fundamentally impact our ability to fulfill standard shipping commitments.

This comprehensive Shipping Policy became effective on the current date and replaces all previous versions of our shipping terms and conditions.

Date of Last Update: 22.09.2025