

Terms and Conditions

The website www.frshr.ae is owned and operated by FRSHR Leather Restoration, together with its affiliates and subsidiaries (collectively referred to as “we,” “us,” or “our”). FRSHR Leather Restoration is a limited liability company incorporated under the laws of UAE, holding commercial license number 1560414, with its registered office located at Warehouse 28, DIP 1, Dubai, UAE.

Website Terms

These terms, along with any additional rules or policies posted on the website, constitute the complete agreement governing your use of our website and services. We reserve the right to amend these terms from time to time without prior notice by updating them on the website. We recommend reviewing them periodically. By placing an order, you consent to the most recent version. Should a change in applicable law necessitate an update after your order is placed, but prior to fulfillment, the revised terms will apply to that order. Otherwise, the terms in effect at the time of your order will govern. If you do not agree with these terms, please refrain from using the website.

Eligibility for Use

To access and use the website for placing orders, you must be at least 18 years of age, capable of making legal payments, and willing to be bound by these terms. **Account Registration**

To purchase a service, you must have an account which can be created via the website, including at the point of checkout or by contacting customer care who will then email you a secure password. It is your responsibility to ensure that all provided information, including personal and payment details, remains accurate, current, and complete. Updates can be made through your account profile. Safeguard your account's credentials and password; our representatives will never request your password via phone or email. Your data is handled in accordance with our privacy policy, but we bear no responsibility for losses arising from unauthorized account access. Notify us immediately if you suspect any compromise. By registering or placing an order, you affirm that you meet the eligibility criteria and that all information supplied is truthful. Registration is not available to commercial entities.

Appointments

Appointments for services such as shoe repair, leather repair, or cleaning can be booked through our online system. Please ensure that all details are accurate and complete. We reserve the right to refuse or cancel any booking at our discretion.

Privacy Policy

We are committed to safeguarding your privacy. This policy outlines how we collect, use, and disclose your personal information when you interact with our website or services. For information on cookies, please consult our separate Cookie Policy.

Information We Collect

- **Personal Information:** Data you provide directly to us, such as your name, email address, telephone number, physical address and payment details during the ordering process.
- **Usage Data:** Details regarding your interactions with the site, including browsing history, preferences, and activity patterns, to enhance our offerings.
- **Device Information:** Specifications about the device used to access our services, including type, operating system, IP address, and unique identifiers.
- **Location Information:** With your consent, we may collect location data to facilitate efficient pickups and deliveries.

Use of Information

- **Service Provision and Enhancement:** To process orders, communicate with you, and customize your experience.
- **Analytics:** To examine trends and usage patterns for site improvements, which may involve aggregating and anonymizing data for statistical purposes.
- **Marketing Communications:** Subject to your consent, we may send promotional materials or newsletters. You may opt out at any time.
- **Compliance and Protection:** To adhere to legal obligations, enforce our terms, protect our interests, and investigate potential fraud or violations.

Disclosure of Information

- **Business Transactions:** In the event of a merger, acquisition, or asset sale, your information may be transferred to the relevant third party.
- **Legal Requirements:** We may disclose information if compelled by law or address potential threats to our rights or safety.

Data Security

We employ robust security measures to protect your information from unauthorized access or misuse. However, no online transmission or storage method is entirely secure, and we cannot guarantee absolute protection.

Your Rights and Choices

- **Access and Correction:** You may review and update your information by logging into your account or contacting us.
- **Opt-Out Options:** Follow the unsubscribe instructions in our communications to cease receiving marketing materials.
- **Do Not Track Signals:** Our services do not currently respond to browser "Do Not Track" signals, though you may adjust your cookie preferences in your browser settings.

Children's Privacy

Our services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from children. If we become aware of such collection without parental consent, we will promptly delete the data.

Changes to This Policy

We may update this policy periodically. The "Last Updated" date at the top will reflect any revisions. We encourage you to review it regularly.

Last Updated: January 15, 2026

Orders

By placing an order, you agree to purchase the specified services at the displayed price, including applicable delivery fees, taxes, and duties. We reserve the right to accept or reject any order, including for reasons related to eligibility, payment verification, suspected fraud, shipping restrictions, or availability. Items added to your cart are not reserved until payment is completed. Availability indications are estimates and do not guarantee stock, as inventory may change. Should a service become unavailable after your order, we will notify you promptly. An email acknowledgment will be sent upon order receipt, with confirmation provided upon dispatch or readiness notification. Acceptance of the order is at our sole discretion.

Payment

We accept payments processed securely via Stripe, which supports a range of methods including, but not limited to, Visa, Mastercard, American Express, Discover, Google Pay, and Apple Pay. Payment is required at the time of order placement or booking. You warrant that you are authorized to use the payment method provided. We reserve the right to decline transactions deemed invalid or suspicious without liability. Payment validation is handled by your issuer, and we assume no responsibility for refusals, delays, or resulting in non-fulfillment. In case of failure, we may cancel the order and request an alternative payment. Card details must correspond to your identification, with charges applied upon shipment. We do not store, sell, or share card information except through our secure payment gateway, which utilizes SSL encryption. While we take reasonable precautions, we are not liable for unauthorized access by third parties unless due to our negligence.

Prices

Prices are quoted in AED currency and are inclusive of VAT at the prevailing rate on the order date and applicable pickup/drop-off fees. These fees are integrated into the displayed service price (including premium options) to ensure the full cost is visible prior to checkout. Currency conversions for international cards are managed by your issuer. In the event of a pricing error, we will rectify it by canceling and refunding if processed incorrectly, honoring a lower price, or issuing a refund for the difference. If unprocessed, we will inform you and allow confirmation or cancellation with a refund. Discounts associated with our Inner Circle program are not applicable to the website.

Price Adjustments

In the event that a re-quote is needed, you will be informed and may choose to accept the revised price or cancel the order for a full refund. Contact customer care at info@frshr.ae or +971 559 938 800 to process such requests. Promotional codes are subject to specific conditions: typically limited to one per order, non-combinable, without cash value, and intended for personal, non-transferable use.

Repair and Cleaning Services

We offer cobbler services including shoe repair, leather repair, restoration, cleaning, and related activities, which we may modify, suspend, or discontinue without notice. Pickup and delivery of these services are available for addresses within the specified regions, during operating hours from 8:00 a.m. to 9:00 p.m., 7 days a week. Appointments can be scheduled in 2-hour windows (e.g., 8:00 a.m. to 10:00 a.m.) via the website or customer care following order placement and payment.

Pickup: Scheduling is available for the same day or up to 30 days in advance.

Delivery: Available on the day of completion or up to 30 days thereafter.

Estimated lead times are provided at checkout and cannot be expedited. We may contact you for additional details, and failure to respond could result in delays. We strive to meet timelines but will inform you of any extensions via telephone or email. Post-pickup modifications must be submitted in writing and are accepted at our discretion. We accept no liability for inherent defects such as persistent stains, scratches, or color loss due to material age. Results for cleaning or dyeing are not guaranteed, including precise color matching we endeavor to achieve the best possible outcome. Logistics are facilitated through third-party partners, whose terms also apply. Do not include valuables; if discovered, they will be returned without liability on our part. By providing items, you confirm ownership or authorization. Deliveries may be left with concierge or building personnel, after which we assume no responsibility for loss or damage. Partners reserve the right to decline deliveries perceived as hazardous. We are not accountable for delays caused by external factors such as weather or traffic. Liability for damage during our custody is limited to 10 times the service cost or 10,000 AED whichever is lower, unless otherwise agreed in writing. Complaints must be raised within 48 hours of return.

Uncollected Items: Items must be collected within one month of readiness notification, failing which they will be transferred to offsite storage at your risk. Storage fees of AED 500 per item per month commence after two months. We will attempt contact via telephone, SMS, or email. After six months, items may be disposed of without liability. All claims are forfeited after 90 days, with no refunds available thereafter.

Scheduling Pickups, Deliveries, and Shipping

All specified timelines are approximations and not contractually binding. They commence upon order confirmation. Full refunds are issued if delivery is not completed within 30 days. We are not liable for delays arising from uncontrollable circumstances, including your unavailability, third-party failures, or force majeure events. Business days exclude weekends and public holidays. Access must be provided as scheduled; we will make up to four calls for coordination and three delivery attempts before potential cancellation.

Refund Process

Upon approval, refunds cover the full-service cost minus delivery cost (to be calculated by our team)

Order Cancellations

Cancellations or changes are free before "processed" status, excluding any incurred pickup fees. No cancellations are possible after processing or commencement of work.

Additional Provisions

Product Liability

Liability primarily rests with the manufacturer; our responsibility is limited to refunds as per the returns policy. We disclaim any liability for damage to property or persons resulting from our services.

Title and Risk

Title to goods transfers upon full payment or receipt, whichever occurs later. Risk passes upon delivery.

Intellectual Property Rights

No license or rights are granted to our content, which is protected by applicable laws. Use is permitted only as authorized; reproduction or distribution without consent is prohibited. A single copy may be made for personal, non-commercial viewing.

All website content, including text, images, logos, and graphics, is our property and safeguarded by copyright and other intellectual property rights. Use without prior written permission is not allowed.

Content Accuracy

We endeavor to ensure the accuracy of graphics, photographs, and descriptions but provide no assurance of error-free or virus-free content. We recommend employing antivirus software.

User-Generated Content

You are solely responsible for any reviews or content you submit. By posting, you grant us a perpetual, royalty-free license to use such content. We may moderate or remove objectionable material. As a public platform, avoid disclosing confidential information.

Third-Party Links

Links to external sites are provided for convenience; we do not endorse or assume responsibility for their content, accuracy, or privacy practices.

Product Descriptions

Descriptions are believed to be accurate, though variations in color due to display settings and approximate measurements may occur.

Disclaimer of Warranties

Services and the website are provided "as is" without warranties of any kind, express or implied, including merchantability, fitness for a particular purpose, or non-infringement. Use is at your own risk, with no guarantees of uninterrupted, secure, or virus-free operation. We are not liable for downloading content.

Limitation of Liability

We shall not be liable for indirect, special, incidental, or consequential damages, such as loss of profits, data, or goodwill, except as required by law (e.g., for negligence causing death or injury). Our aggregate liability is capped at the amount paid for the relevant product or service.

We disclaim liability for any damages arising from use of the website or services, even if advised of the possibility.

Marketing of Items

We may showcase repaired or cleaned items on social media platforms, provided they are not identifiable or personalized, unless you opt out by emailing us.

Indemnification

You agree to indemnify and hold us harmless from any claims, damages, losses, or expenses arising from your use of the website, breach of these terms, or unauthorized access via your account.

Entire Agreement

These terms represent the full understanding between the parties, superseding any prior agreements.

No Agency Relationship

No agency, partnership, or joint venture is created by these terms.

Waiver

Failure to enforce any provision does not constitute a waiver. Remedies are cumulative.

Severability

If any provision is deemed invalid, the remainder shall continue in effect.

Language

These terms are available in English.

Governing Law and Disputes

These terms are governed by the laws of Dubai, including Federal Law No. 15 of 2020 on Consumer Protection. Any disputes shall be subject to the exclusive jurisdiction of the courts in Dubai.

Amendments

We may revise these terms at any time by posting updates on the website. Significant changes may be notified via email or site announcement.

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