



مجموعة شاكِر
SHAKER GROUP

PRODUCTS RETURN PROCESS

USER GUIDELINE

Al-Hassan Ghazi Ibrahim Shaker Company, Shaker Group Online store CR No. 1010149252 | VAT No. 300174576510003

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STEP-1

SELECT THE ORDER

STEP-2

VERIFY RETURN REQUEST

STEP-3

FILL OUT RETURN FORM

STEP-4

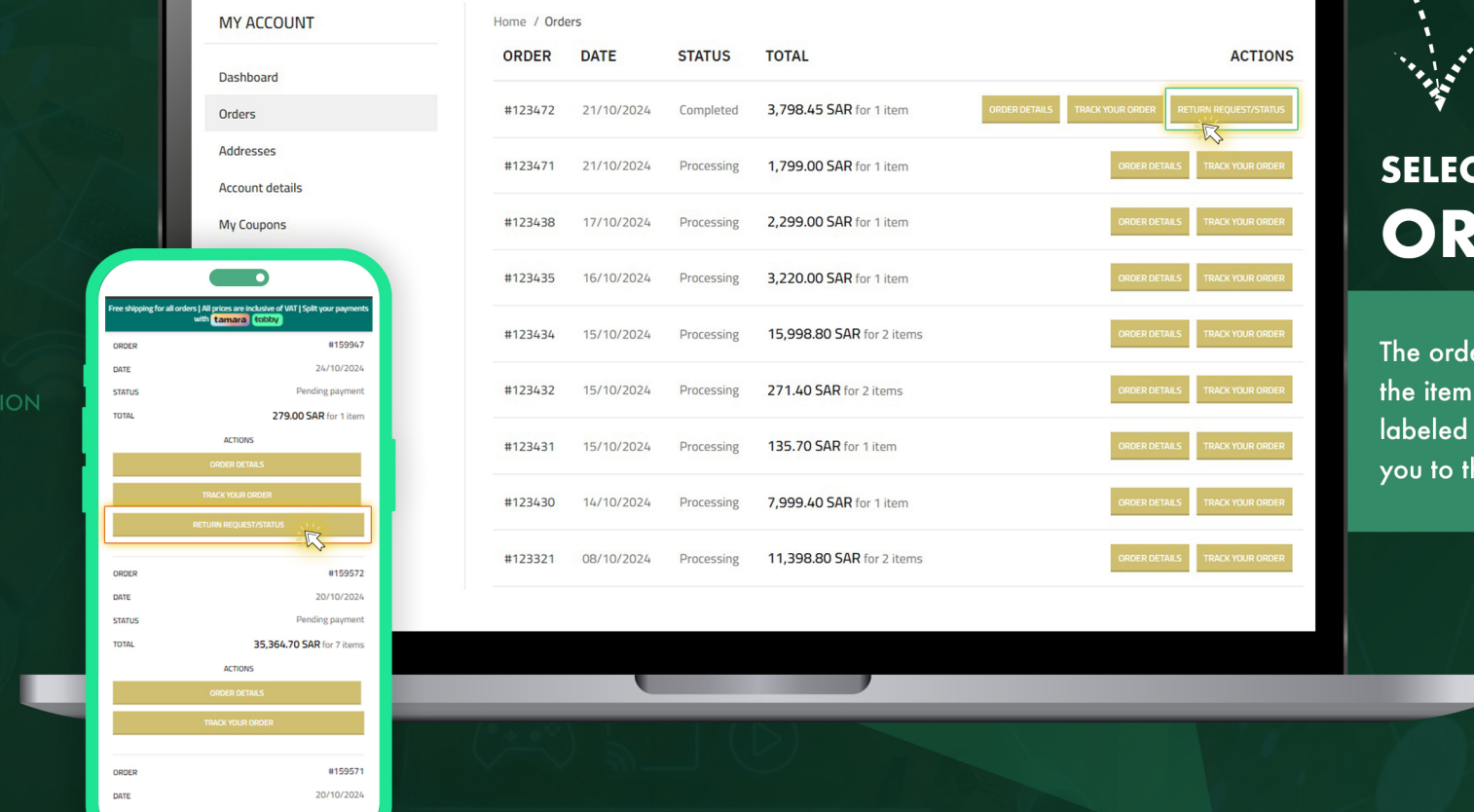
RECEIVE RETURN CONFIRMATION

STEP-5

FINAL STEP

FACING

ISSUES?



SELECT THE ORDER

The order section of your account contains the item you wish to return. Press the button labeled Return Request which will direct you to the product return page.

STEP-1

SELECT THE ORDER

STEP-2

VERIFY RETURN REQUEST

STEP-3

FILL OUT RETURN FORM

STEP-4

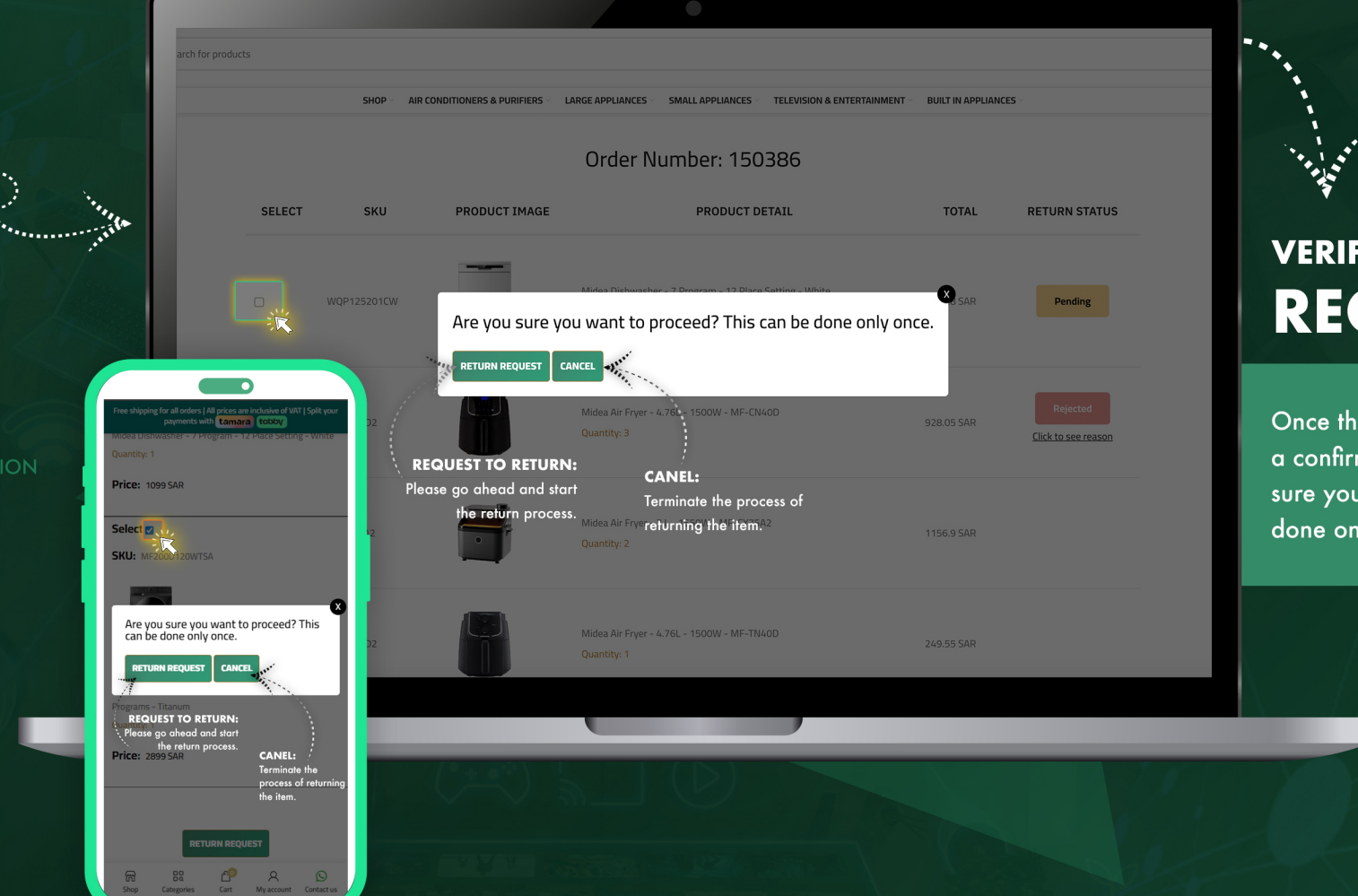
RECEIVE RETURN CONFIRMATION

STEP-5

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ISSUES?



VERIFY RETURN REQUEST

Once the item for return has been chosen, a confirmation popup will display "Are you sure you want to proceed? This can only be done once. Two choices are given

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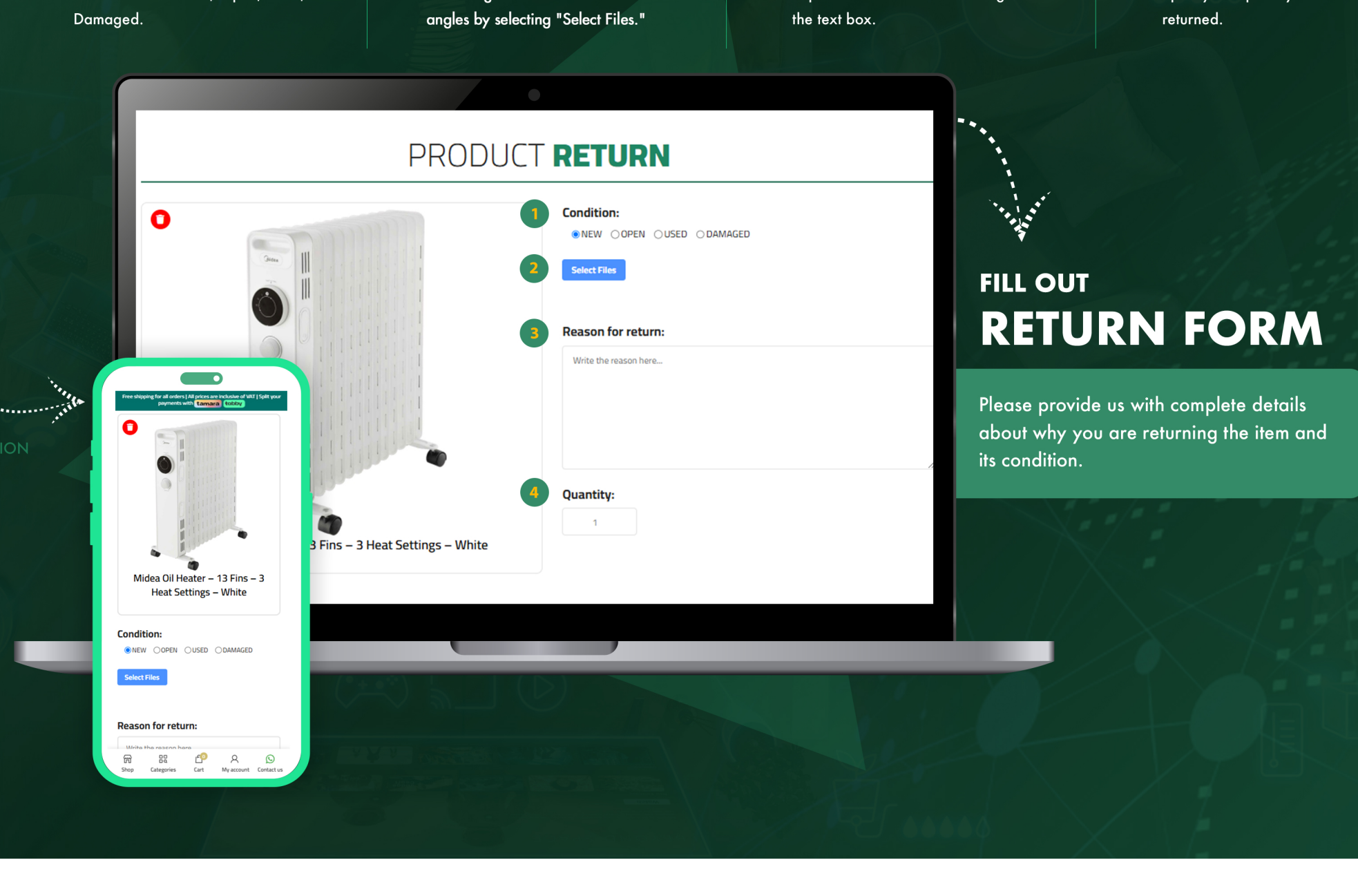
RECEIVE RETURN CONFIRMATION

STEP-5

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ISSUES?



FILL OUT RETURN FORM

Please provide us with complete details about why you are returning the item and its condition.

STEP-1

SELECT THE ORDER

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STEP-4

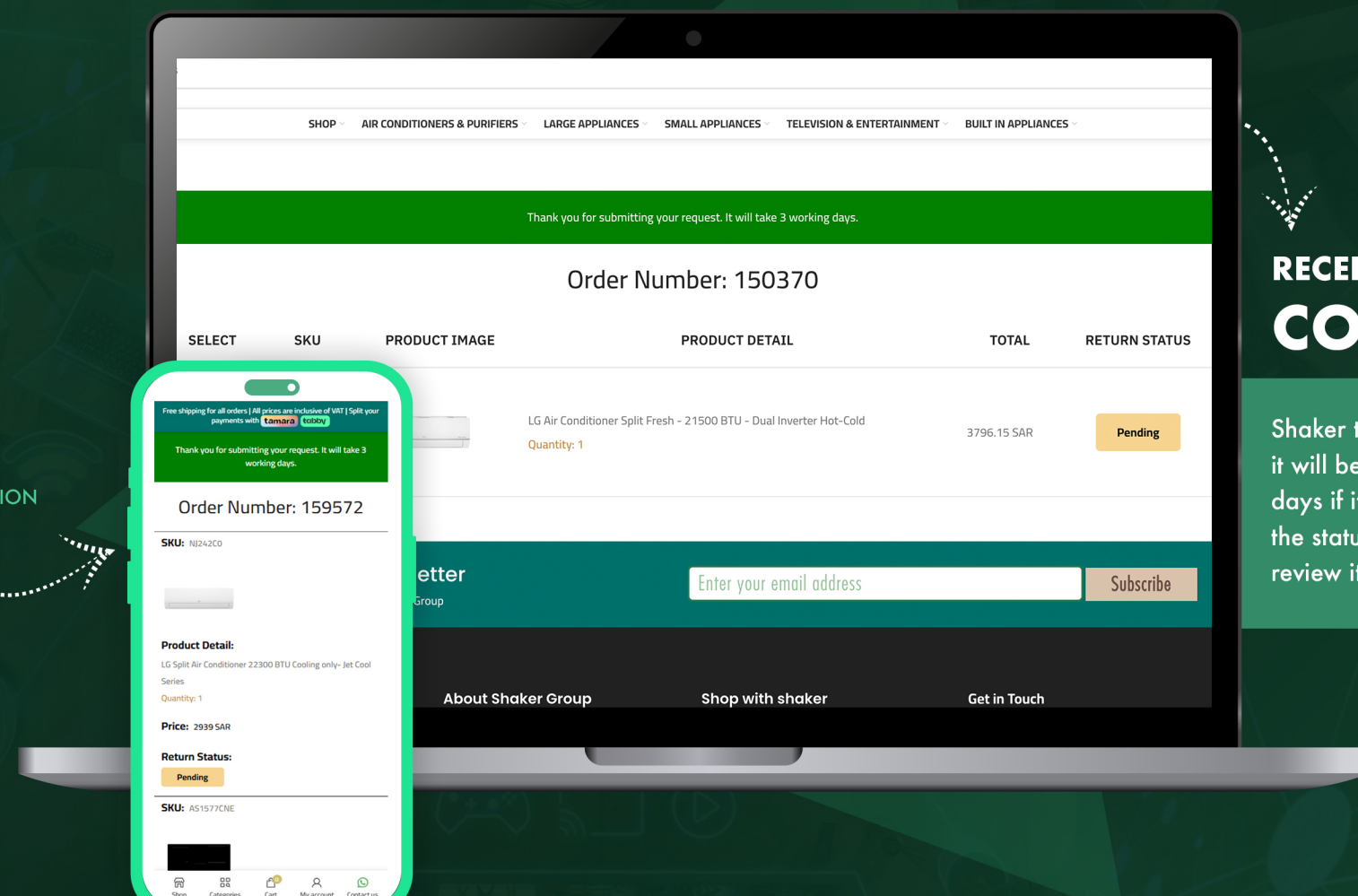
RECEIVE RETURN CONFIRMATION

STEP-5

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RECEIVE RETURN CONFIRMATION

Shaker team will review your request, and it will be processed within three working days if it's eligible for return. You will see the status as approved or rejected. We will review it and then update you.

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FILL OUT RETURN FORM

STEP-4

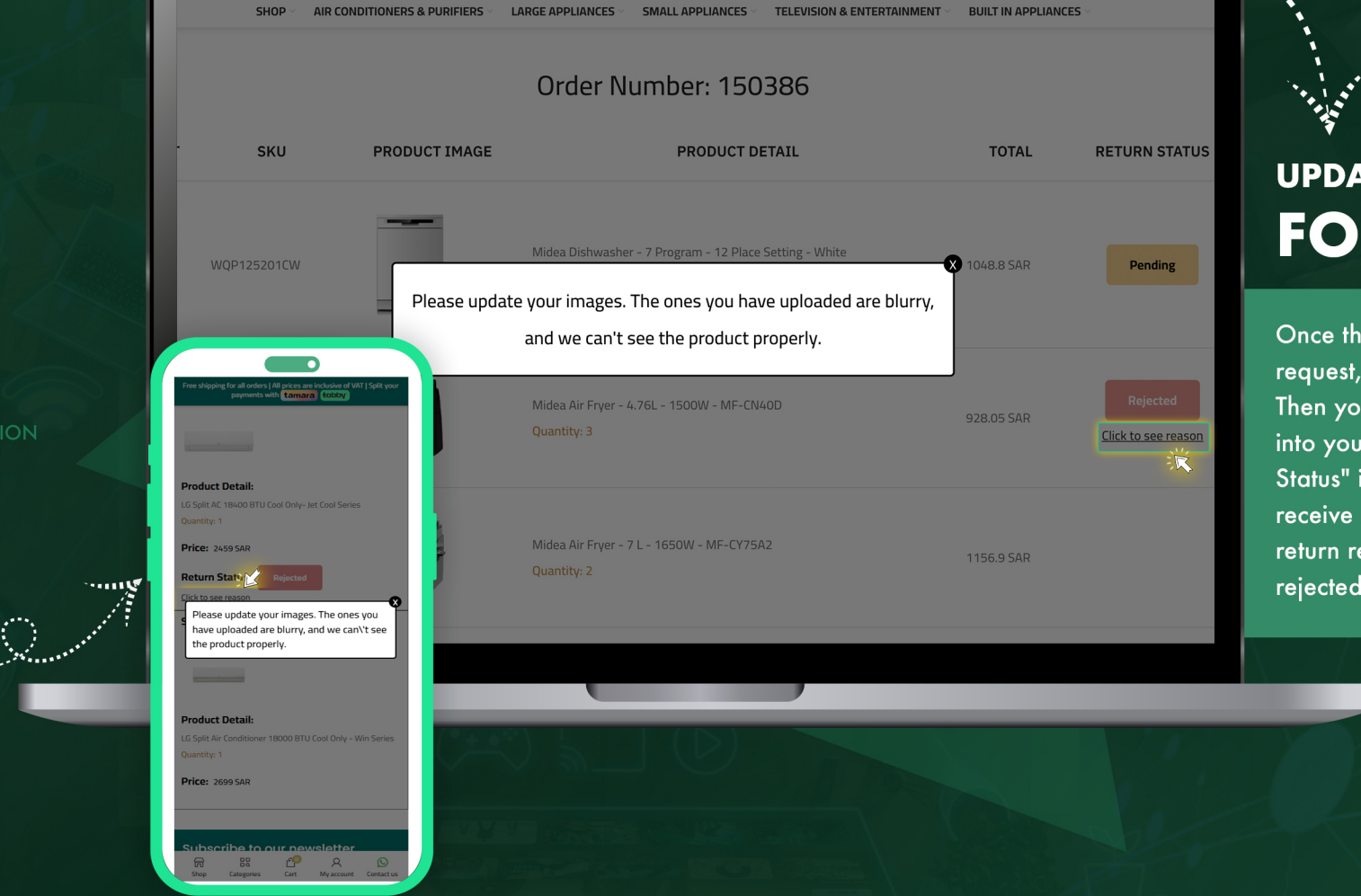
RECEIVE RETURN CONFIRMATION

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UPDATE IMAGES FOR RETURN

Once there is an update about your return request, you will be notified via email. Then you can verify the status by logging into your account and going to "Return Status" in your account. Here, you will receive a message informing whether your return request has been accepted or rejected.

STEP-1

SELECT THE ORDER

STEP-2

VERIFY RETURN REQUEST

STEP-3

FILL OUT RETURN FORM

STEP-4

RECEIVE RETURN CONFIRMATION

STEP-5

FINAL STEP

FACING

ISSUES?



FACING ISSUES?

If you face any issues ,get in touch with our customer service team.

For customer service and inquiries:
care@shaker.com.sa

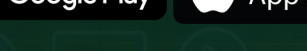
Contact Us:
8002445454



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THANK YOU!

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