

Terms & Conditions

This site is operated by **NASSER BIN KHALED SERVICE CENTERS WLL (NBKSC)** Access to this site is subject to the terms and conditions of use outlined below

WEBSITE TERMS

Please read these Terms and any other terms of use posted on the Website as together they form our Website Terms governing your use of our Website and Website services. We may change these Website Terms from time to time without notice to you by posting the updated Website Terms on the Website, so please be sure to check regularly for updates.

When you place an Order through our Website, you are deemed to have consented to the latest version of the Website Terms then posted on our website

If a change in law means that we must change our Website Terms after you have placed an Order but before it has been fulfilled, we are obliged to apply that change to your Order

In all other cases, the version posted at the time your Order was placed will apply

If you do not agree to be bound by the Website Terms, you should not use the Website

ELIGIBILITY

We aim to make the Website and its associated services available to as many of you as possible. However, we do require that you be at least 18 years of age, able to lawfully: (i) make payment through one of our accepted payment types; (ii) agree to these Terms; and (iii) enter into binding Orders with us

The Website is for your personal use only and commercial usage is not permitted. We reserve the right to decline Orders where we suspect commercial usage

PRIVACY & COOKIE POLICY

Please refer to our Privacy & Cookie Policy for details on how we deal with your data

ORDERS

When you place an Order with us, subject to your rights to cancel or return the product, you commit to buy the item described in that particular Order, indicated price; no discount will be applied

You will also be responsible to pay any applicable tax/s according to the Qatari Laws & regulations

Orders are subject to our acceptance, which we may withhold as per our sole discretion including for reasons such as ineligibility, inability to confirm payment authorization, suspected fraud, shipping restrictions and/or stock availability

Items ordered by you are only reserved until your Order has been finalized in accordance with these Terms

The Website may contain or provide information regarding the availability of products

This information can be used to estimate the likelihood that an item will be available immediately upon Order placement

NBKSC doesn't guarantee the availability of the product, as inventory may change significantly throughout the day

In rare cases, a product may be available when you place an Order but sold out by the time the order is processed. Should this happen, we will notify you

NBKSC will not be liable for any losses, liabilities, damages, costs or expenses arising out of any error in any data, system error, any interruption or delay in the system

Receipt of your Order will be acknowledged by email

However, the Order is only confirmed when you receive notification from our team on the availability of that product

No party other than us has the authority to confirm acceptance of the Order

Upon completing the purchase transaction, the customer will receive an automated email confirmation

Additionally, the customer will receive a follow-up confirmation call from our assigned online sales representative to ensure the purchased part is correct

This verification process will include confirming the vehicle's VIN number to match the part before proceeding with deliver

Sold Products are covered by the manufacturer's warranty with respect to material and workmanship

The Company is not responsible for any other warranty

For the avoidance of doubt, you hereby affirm that you do not in any way rely only on any description but will clarify the same with the sales advisor when entering into the purchase

The sale will only be considered final after you sign all the required documents

Our sales advisors will be assisting you with this during your collection appointment and we only deliver and sale in the State of Qatar and all export is not applicable

PRICES

Prices on the Website are displayed in QAR and include the taxes where applicable and may be subject to additional charges according to the Qatari laws and regulations.

All product or products displayed on the Website, constitute an "invitation to offer"

You agree to pay the full amount payable for the product or products as indicated during the Order process, including any charges incurred with that Order

Although we make every effort to ensure prices displayed on our Website and in our communications are correct, errors may occur

If an error occurs after you have placed your Order whether it was processed or not, NBKSC have the right at our sole discretion to refuse or cancel any Orders placed for that product

Any changes (including any increase) to the Product Excise Duty amount before the product is registered, is beyond our control

As such, we reserve the right to change the product price payable by you, to reflect such increase or change

NBKSC has the right to change the prices of the products without any prior notice

The prices are subject to change prior to submitting any orders

PAYMENT

All purchases made online are available through direct sale via NAPS or cash on delivery only

No other payment methods are accepted

Payment will be taken at the time you place your order

By entering payment details onto our Website, you warrant that you are duly authorized to pay using those details

The payment in Qatari currency

any claim or dispute shall not relieve the purchaser his/her obligation to pay all purchase amount

In case the payment is suspended/cancelled, whether on account of non-compliance with exchange control/management regulations or otherwise, you will be responsible for any attempted usage of payment

We reserve the right to decline orders without liability to you where we believe payments are not authorized, the payment method is not valid or where we do not think you are authorized to use or utilize the relevant payment type

For any assistance or queries on your online payments, kindly get in touch by calling

Landline: +974 40326001 Email:Mobile.....

Please ensure you only communicate through the above-listed channels for authenticity and prompt assistance

DISCOUNT SCHEMES

Discount schemes are currently not available for Orders placed through the Website and we would ask you to contact our sales team directly.

DELIVERY PROCESS

Deliveries will be processed by NBKSC and will be completed within 72 hours of the time of purchase. Payment shall be made via cash on delivery

CANCELLATION

Sold products cannot be returned, unless the Company approved such return, and the provided following conditions are met:

Handling charges of 10% of the invoiced value shall be deducted,

Sold products must be in new condition, unused and in their original packaging,

Sold products should be returned within a maximum of 4 days from the invoice date and the original invoice must be presented to the Company,

The Company reserves the right to reject the return of the products in all cases that do not require a mandatory return in accordance with the applicable laws

PRODUCT LIABILITY

By placing an Order through our Website, you acknowledge and agree that full liability for the products or products rests with the manufacturer and that we carry no product liability for those items

INTELLECTUAL PROPERTY RIGHTS

Your use of the Website and its contents does not grant you any copyright, design, trademark or other intellectual property rights relating to the Content (as described in the Content section below), including our software, HTML or other code contained in the Website. All such Content including third party trademarks, designs, and related intellectual property rights mentioned or displayed on this Website is typically protected by national and international intellectual property laws and treaties. You are permitted to use the Content only as expressly authorized by us or the licensor of such Content. Any reproduction or redistribution of the Content is prohibited and may result in civil and criminal penalties. Without limiting the foregoing, linking, commercially exploiting, copying and use of the above listed materials on any other server, location or support for publication, reproduction or distribution is expressly prohibited.

NBKSC reserves the right to monitor submissions to the site and to edit or reject any submissions.

All names, images, logos identifying NBKSC, BOSCH, GAZPROMNEFT , G-Energy (under gazpromneft) are proprietary marks of NBKSC or its brand partners

All third-party brands, products, service, and company names contained on this site are the trademarks, service marks and trade names of their respective holders. NBKSC does not give permission for their use by any person other than the holders

Any such use may constitute an infringement of the holders' rights

CONTENT

In addition to the Intellectual Property rights mentioned above, "Content" is defined as any graphics, photographs, including all image rights, sounds, music, video, audio, or text on this Website

We have made every effort to ensure that the information on the Website accurate and complete, but we cannot promise that Content is error-free

We also do not promise that the functional aspects of the Website or Content will be error free or that this Website or the servers that make them available are free of viruses or other harmful components. We always recommend that you have up to date virus checking software installed

USER GENERATED CONTENT

By providing a review you agree to be solely responsible for the content of all information you contribute. You also grant us the right to use any content you provide for our own purposes including republication in any form or media. Comments may be moderated and may not be displayed immediately but we do not commit to checking all content and will not be liable for third party posts. If you have a complaint about any posts, please contact us [here](#).

NBKSC reserve the right in our sole discretion not to publish or to remove any comment including those that NBKSC believe may be unlawful, defamatory, racist, or libelous, incite hatred or violence, detrimental to people, institutions, religions or to people's privacy, which may cause harm to minors, is detrimental to the trademarks, patents, and copyrighted content, contains personal data, improperly uses the medium for promoting and advertising businesses. This Website is available to the public and therefore information you consider confidential should not be posted to this Website.

THIRD PARTY SITES

In an attempt to provide increased value to our users, we may provide links to other Websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly, or indirectly, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods, or services available on such external sites or resources

The user acknowledges that NBKSC, and/or its Affiliates hold certain personal information about him including but not limited to the name, home address, telephone number, date of birth, national social security or social insurance number, salary, nationality, job title, and details of all Common Shares granted, cancelled, vested, unvested, or outstanding (the "Personal Data"). Certain Personal Data may also constitute "Sensitive Personal Data" within the meaning of the Qatari law No. 13 of 2016 (the "Data Protection Law"), Such data include but are not limited to Personal Data and any changes thereto, and other appropriate personal and financial data about the customer. The customer hereby provides express consent to the Company and/or its Affiliates to collect, hold, share and process any such Personal Data and Sensitive Personal Data after sale and during the service. The customer also hereby provides express consent to the Company and/or its Affiliates to transfer any such Personal Data and Sensitive Personal Data outside the country

FORCE MAJEURE

We shall not be liable for any delay or failure in performing any of the obligations if such a delay, errors or failure results from events or circumstances outside our reasonable control, including but not limited to acts of God, strikes, pandemics, strikes, accidents, war, fire, lockdown & blockage, delay due to the manufacturer failure to deliver on time. In a force majeure event, NBKSC shall be entitled to a reasonable extension of time to meet its obligations. If the delay persists for such time as we consider unreasonable, it may, without liability on our part, cancel the Order.

NO WARRANTY

Except as otherwise provided in these Website Terms or required by applicable law, we make no representation, covenant or warranty and offer no other conditions, express or implied, regarding any matter, including, without limitation, the merchantability, suitability, fitness for a particular purpose, non-infringement, or other violation of third-party rights revisions.

Your use of the Website is at your sole risk and it is provided on an "as is" and "as available" basis. We reserve the right to restrict or terminate your access to the Website at any time.

Save as required by law, we make no warranties that access to the Website will be uninterrupted or error-free; that the Website will be secure; that the Website or the server that makes the site available will be virus-free; or that information on the site will be correct, accurate, adequate, useful, timely, reliable, or otherwise complete.

If you download any content from the Website, you do so at your own discretion and risk. You will be solely responsible for any damage to your computer or loss of data that results from the download of any such content. No advice or information obtained by you from the Website shall create any warranty of any kind

LIABILITY

Save for death or personal injury arising out of our negligence or as required by law, under no circumstances shall, NBKSC our affiliates, employees, directors, officers, agents or suppliers be liable to you or to any other person for any indirect, special, incidental or consequential losses or damages of any nature arising out of or in connection with the use of or inability to use the Website, including, without limitation, damages for loss of profits, loss of goodwill or loss of data. Without prejudice to the foregoing, in no event will NBKSC be liable for any amounts in excess of the amount paid by you for the product(s) in respect of which the claim arises.

Nothing in these Website Terms is intended to impact any rights you or NBKSC may have under applicable law. We are committed to respecting individual rights including but not limited to moral, cultural, and religious rights as enshrined in applicable law.

The customer shall defend, hold harmless and indemnify NBKSC from and against any and all losses, claims, damages liabilities and expense NBKSC suffers or incurs as a result of any willful or omission by the customer (including any loss or expense suffered or incurred by NBKSC as a result

of any third party bringing any claim or action against NBKSC as a result of such loss, damage and/or any breach by the customer of this Agreement, according to the Applicable Law.

NBKSC liability will not be applied in the case of:

Tort of deceit or fraud;

Any liability to the extent that the same may not be excluded or limited as a matter of Applicable Law.

INDEMNITY

You agree to defend, indemnify, and hold us, our directors, agents, affiliates, licensors and suppliers harmless from and against any and all claims, damages, costs and expenses, including legal fees, arising from or related to your use of the Website and/or your breach of any representation, warranty, or other provision of the Website Terms, including the use by third parties accessing the Website using your account caused by your action or inaction.

ENTIRE AGREEMENT

You acknowledge and agree that these Website Terms constitute the complete and exclusive agreement between us concerning your use of the Website and any purchase by you of any items through the Website, and supersede and govern all prior proposals, agreements, or other communications.

NO AGENCY

Nothing contained in these Website Terms shall be construed as creating any agency, partnership, or other form of joint enterprise between us.

ASSIGNMENT

NBKSC may assign our rights under this Agreement to any entity under the ultimate beneficial control of the shareholders of NBKSC.

NO WAIVER

Any failure to exercise or any delay by either party in exercising its rights or remedies under these Website Terms shall not be construed as a waiver thereof. The rights and remedies provided by these Terms are cumulative and are not exclusive of any rights or remedies provided by law.

SEVERANCE AND VALIDITY

If any provision of these Website Terms is held to be illegal or unenforceable, the remaining Website Terms (or parts thereof) will not be affected and will remain in full force and effect.

LANGUAGE

These Website Terms are published in English and Arabic. If there is any inconsistency between the English text and the Arabic text, the Arabic will prevail

DISPUTES AND GOVERNING LAW

This Agreement (and any dispute, controversy, proceedings or claim of whatever nature arising out of or in any way relating to this Agreement or its formation) shall be governed by and construed in accordance with the Laws of the State of Qatar and jurisdictions.

Any dispute arising shall be referred to the exclusive jurisdiction of the courts of Qatar.

COMPLIANCE

NBK WLL explicitly states and affirms that we will not engage in any transactions or dealings with entities or individuals listed on sanction lists, NBKSC reserves the right to terminate or refrain from any current or future engagements should any party involved be found on such sanction lists, to ensure compliance with these regulations.

The Customer hereby undertakes and agrees that the goods purchased under this agreement shall not be sold, supplied, re-exported, directly or indirectly, to Russia, Belarus, Donetsk, Luhansk, and Zaporizhzhya oblasts of Ukraine that are occupied by Russia, and Crimea

Furthermore, the goods shall not be utilized for any nuclear activity or weapons-related purposes, and shall only be used by civilian users

The Customer further agrees that the goods shall not be transferred to Russian military entities

In the event of breach of this clause, the Customer shall be liable to pay a penalty

The Customer acknowledges that they have read and accepted this clause and NBK will not be responsible for any consequences arising from such breach

KYC

The customer is required to provide accurate and updated information and documentation for due diligence purposes. This may include but is not limited to, identification, proof of address, financial information, and any other documents deemed necessary to establish the identity and legitimacy of the involved parties. Failure to comply with KYC requirements may result in the suspension or termination of the agreement with no responsibility on NBK.

DISCLAIMER

Please be advised that **NASSER BIN KHALED SERVICE CENTERS WLL** is not responsible for any fraudulent activities or payments made through unauthorized websites or payment portals

To ensure the security of your payment, always verify that you are on our official website before proceeding with any online transactions

For your protection, we strongly recommend securing your payment information and avoiding sharing sensitive details with unverified sources

For any concerns or to confirm the authenticity of a transaction, please contact us directly through our official channel

In case you suspect any transaction was made without your consent, please contact your bank immediately.