

Terms and Conditions

Welcome to Joyful, your go-to app for sending gifts, flowers, chocolates, and sweet moments in Qatar.

By using our app and website, you agree to the following terms:

1. Orders and Deliveries

- Orders once placed cannot be canceled after processing.
- We strive for timely delivery, but cannot be held responsible for delays due to external factors (traffic, holidays, weather, etc.).
- Deliveries are available within our listed delivery zones only.

2. Product Availability

- All products are subject to availability.
- We may substitute products of equal or greater value in case of stock limitations.

3. Payments

- We accept online payments through secure payment gateways.
- Prices are listed in QAR and include VAT where applicable.

4. Returns & Refunds

- Perishable items (flowers, chocolates) are non-refundable.
- For damaged or incorrect deliveries, please contact us within 24 hours of delivery.

5. Intellectual Property

- All logos, designs, and content on the app are the property of Joyful Qatar and may not be reused without permission.

6. Modifications

- Joyful reserves the right to modify these terms at any time. Continued use of the app implies acceptance of the updated terms.

Privacy Policy

At Joyful, we respect your privacy and are committed to protecting your personal data.

1. What We Collect

We may collect:

- Name, email, phone number
- Delivery address
- Payment information (via secure third-party providers)
- Usage data (for improving the app experience)

2. How We Use Your Information

We use your data to:

- Process and deliver orders
- Improve our app and services
- Send order updates and occasional promotions (you can opt out anytime)

3. Sharing Information

- We do not sell or rent your data.
- We may share necessary data with delivery partners and payment processors strictly for order fulfillment.

4. Data Security

- We use industry-standard encryption and secure servers to protect your information.

5. Cookies and Tracking

- Our website may use cookies for analytics and functionality improvements.

6. Your Rights

- You may request access, correction, or deletion of your data at any time by contacting us at hello@joyful.qa.

7. Contact

If you have any concerns about your privacy, please contact us:

- Email: hello@joyful.qa
- Phone: +974 30777087