



Terms & Conditions



Terms & Conditions

Delma Exchange is Licensed and regulated by the Central Bank of the U.A.E and provides global remittances and foreign currency exchange services and operates under Commercial License no. CN-1157848 issued by The Department of Economic Development in Abu Dhabi, United Arab Emirates.

Overview

These Terms and Conditions mentioned below shall apply on all services / products offered by Delma Exchange. It is important that you must read and understand the T&C of Delma Exchange services/products. All consumer transactions with Delma Exchange shall constitute an acceptance to these Terms and Conditions as amended from time to time.

Remittance Service Terms and Conditions

- It is the customer's responsibility to ensure that all details for remittance transfers, including bank account number of the beneficiary, full name, physical address and any other relevant details we may require, are correct. Failure to provide correct beneficiary details may result in the payment being delayed or unrecoverable.
- Transfers/remittances are considered as executed and delivered unless a claim is received within one (1) month from the date of the remittance was made. Delma Exchange will take all possible efforts to resolve any issues promptly.
- Any charges relating to a Local/International remittance whether imposed by a correspondent or intermediary Banks will usually be deducted from the payout amount. Therefore, the beneficiary will receive an amount which is lesser than the amount of the original payment.
- Customer understands and acknowledges that for remittances, Delma Exchange will use correspondent banks / transfer agents. In certain cases, those banks / transfer agents may block the payment due to compliance reasons. The sender and beneficiary will be fully responsible for providing necessary evidence and clarification about any query. In such circumstances Delma Exchange will not be held liable for not crediting the funds to the beneficiary or return of the funds. Delma Exchange will make every effort possible to get the transaction executed.
- Delma Exchange will make all reasonable endeavours to stop, correct, or trace a Local/International remittance when you request to do so. Where applicable, any payments returned in a foreign currency will be converted to AED (United Arab Emirates Dirham) at the prevailing market buying rate or transaction rate whichever is lower and the applicable charges shall be deducted from such transaction.
- Delma Exchange may use correspondent and Intermediary bank and other financial institutions in any country of its choice for the smooth execution of the transfer.
- International remittance may take 1 to 3 working days to complete, subject to the correspondent bank policy. Payment made within the designated cut-off time of the correspondent bank will normally be credited on the same day.



- Delma Exchange will not entertain any verbal instructions to execute Local/ International remittance, cancellation, refund, and amendment of transactions. The customer has to surrender the original receipt to the branch in order to initiate the cancellation / refund procedures.
- All transactions conducted by the customer are subject to local, federal and international laws as well as the Central Bank of UAE regulations. All customer information and supporting documents must be provided as per requirements of local and international regulations and standards.

Foreign Currency Purchase & Sale:

- Currency once bought or sold can be returned only with a new transaction at the prevailing market rate.
- Delma exchange shall reserve the right to decline or accept any foreign currency for any reason, including that the notes presented were damaged or considered unfit for sale, not in circulation or unexchangeable.
- Delma Exchange has the right to recover any amount paid in excess to the customer due to errors and oversights.
- Neither Delma Exchange nor its employees will be held liable for any claims or shortages thereafter.
- Count your money before leaving the counter and obtain a receipt for your transaction.
- Delma Exchange reserve the right to retain any banknotes in foreign/local currency which we suspect to be counterfeit, and will surrender them to the authorities as appropriate. Such customer and transaction details will be recorded for investigation purpose which may be required by law.

General provisions

- The Customer must be at least 18 years old, must be a resident of the UAE and must possess a valid EID or UAE residence visa or passport with valid visa.
- All customers are requested to ensure that they obtain an official receipt duly validated by Delma Exchange for every transaction and it is the customer's responsibility to check the accuracy of the details pertaining to the transaction prior to leaving the branch of Delma Exchange.
- We shall not be responsible for any loss or damage or immediate refund which may arise from the failure to provide proper data to Delma Exchange by the customer or from mistake or omission of the customer pertaining to the following services / products, but not limited to, and/or all services / product offered by Delma Exchange.
 - ◆ Credit Card Payment
 - ◆ International Mobile Top-up.
- Charges and fees pursuant to or in connection with a product / service and with these Terms and Conditions are non-refundable.



- The customer acknowledges that the customer has read and understands these Terms and Conditions and confirms acceptance.
- By using our services, you agree to pay the applicable fees and charges set out and advised by us in our branches and on our website www.delma-exchange.com.
- Please note that the Terms and Conditions are subject to periodic changes at the sole discretion of Delma Exchange without prior notice.
- Customer can lodge complaint / grievance within 14 days from the date of transaction at the below mentioned contact details:

Tel: +971 2 508 8203 (Monday to Friday 08.30 AM to 5.30 PM)

E-mail: customercare@delma-exchange.com

- For Instant Money Transfers, please refer to their existing terms and conditions available on leaflets within our network of branches or the respective websites.
- The customer understands and agrees that Delma Exchange will collect and keep in records/share (in line with regulatory requirements and as per our internal policy) customer's personal information to process the transaction.
- All transactions will be subject to the AML/CFT laws, regulations, standards and policies issued by the Central Bank of UAE and other international organizations/bodies.
- The Terms and Conditions are made in bi-lingual Arabic and English texts however, if there is any contradiction between the Arabic and English text, the English text shall prevail.
- Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, the Customers are encouraged to frequently visit our website, in order to be updated about the changes.
- Prior to the request of any service/products at Delma Exchange branch, you acknowledge to read, understand, and accept the Key Fact Statements, Terms and conditions and any supplementary terms and conditions that may from time to time be in force.
- Warning: Delma Exchange accepts no responsibility for consumer failure to comply with terms and conditions and shall not be held liable for any consequences/ costs/Fees.



+971 2 508 8200



www.delma-exchange.com



105 Al Montazah Tower, Khalidiya St,
P.O Box. 129869, Abu Dhabi, UAE

