

FAQS

What is Halal?

"Halal" refers to what is permissible in Islam, encompassing dietary laws, ethical conduct, and business practices. It includes the lawful preparation of food, humane methods of slaughter, and compliance with Islamic principles.

What are halal cosmetics?

Halal cosmetics are beauty and personal care items that follow Islamic law. This means they don't contain alcohol, pork, or ingredients from animals not slaughtered in the halal way. If they use animal parts, those animals must have been halal-slaughtered. These products are also made with high hygiene standards, so brands with halal certification assure they meet religious and ethical rules.

Why halal certification is required?

Halal certification builds Muslim consumer trust by verifying products meet Islamic dietary laws, opening access to a significant market through transparency and traceability.

How much does Halal certification cost?

Halal certification costs vary based on several factors, including the number of products, the location of the production facility, and the intended market. To obtain a detailed and accurate quotation, we encourage you to submit a formal application. As a non-profit organization, our primary objective is to assist businesses in gaining access to and succeeding within the halal market.

What is the time frame for completing the certification process?

We aim to complete the certification process within 1 to 3 weeks, and your prompt submission of documents will help us achieve this timeline. Should you require faster processing, we do offer expedited options to meet urgent needs.

What is Halal certification?

Halal certification serves as a formal verification that a product and/or production facility complies with the highest standards of halal. The certification process is overseen by a qualified expert or a panel of specialists with extensive knowledge of halal requirements, including food composition, handling, and preparation.

Why should I choose Al-Qalb Halal?

At AQGH, we're dedicated to empowering your Halal business growth. Our integrated, customer-centric certification process leverages our extensive expertise to provide you with confident Halal approval, and our commitment extends beyond certification to continuously add value to your business.

How has Al-Qalb Halal certification process been received by the Halal industry?

Our Halal certification process has garnered positive reception and widespread acceptance within the Halal industry and among our valued partners. They have expressed satisfaction with the seamless and integrated nature of our certification approach, as well as our strict adherence to established international Halal standards. Furthermore, we have had the privilege of hosting visits from esteemed international Halal organizations to transparently demonstrate our performance metrics and benchmarks. This collaborative engagement has consistently positioned Al-Qalb Halal as a highly recognized and respected Halal certification body on a global scale.

How will the Halal certification process affect my company's?

We have designed our Halal certification process to ensure minimal disruption to our clients' standard business operations. The streamlined flow of Al-Qalb Halal certification process has been widely commended, appreciated, and readily adopted due to its clear and easily understandable structure.

TERMS AND CONDITIONS

These Terms and Conditions ("Terms") govern your use of the website <https://alqalbbhalal.com> ("Al-Qalb Halal Website") and the services ("Services") offered by **AL-QALB GLOBAL HALAL CERTIFICATION PRIVATE LIMITED**, a company incorporated in India under Company Incorporation Number: **U82990UP2025PTC219079**.

1. Acceptance of Terms

By accessing or using any part of the Al-Qalb Halal Website or any of the Services, you agree to be bound by these Terms without limitation or qualification. If you do not accept these Terms, you must immediately discontinue use of the Al-Qalb Halal Website and/or the Services.

2. Authority to Bind

If you are accessing or using the Al-Qalb Halal Website and/or Services on behalf of a business entity, you represent and warrant that you have the full legal authority to bind such entity to these Terms. If you do not possess such authority, you must not access or use the Al-Qalb Halal Website or Services on behalf of that entity.

3. Website and Service Management

The Al-Qalb Halal Website and associated Services are managed and operated by AL-QALB GLOBAL HALAL CERTIFICATION PRIVATE LIMITED. Al-Qalb Halal reserves the right to modify, suspend, or discontinue the Website or Services at any time, without notice or liability.

4. Changes to the Terms

Al-Qalb Halal may revise these Terms at any time. All changes will be effective upon posting to the Al-Qalb Halal Website. It is your responsibility to review these Terms periodically. Continued use of the Website or Services after changes are posted constitutes acceptance of the revised Terms.

5. Contact Information

If you have any questions regarding these Terms or the Al-Qalb Halal Website, you may contact us at:

AL-QALB GLOBAL HALAL CERTIFICATION PRIVATE LIMITED

Email: info@alqalbhalal.com

Phone: +91 9716778456

Website: <https://alqalbhalal.com>

REFUND POLICY

At Al-Qalb Halal, we take immense pride in delivering high-quality services and remain steadfast in our commitment to client satisfaction. We continuously strive to offer the finest accounting, financial, and secretarial solutions through our platform. If you are not fully satisfied with our services, we encourage you to contact us promptly. We will make every reasonable effort to address your concerns, including offering a resolution, refund, or credit toward future services with Al-Qalb Halal.

30-Day Refund Policy

You may request a refund within 30 days of your payment. Please note that Al-Qalb Halal considers its service obligation fulfilled once access to our platform has been granted. Upon access, the client assumes full responsibility for any further actions and the final outcome of the service.

All refunds are subject to a 20% cancellation fee.

Change of Service

If you wish to modify your selected service and switch to an alternative offering, such requests must be made within 7 days of your original payment.

How to Request a Refund

To initiate a refund request, send an email to info@alqalbial.com including your transaction details to begin the refund process. Refunds are generally processed within **3 to 5 weeks** from the date all necessary information is received.

Penalties and Tax Liabilities

Once access to the platform has been granted, Al-Qalb Halal considers its service obligation fully satisfied. The client assumes complete responsibility for the accuracy and completeness of all data submitted. Al-Qalb Halal shall not be held liable for any penalties, taxes, or additional costs incurred by the client during or following the provision of services. Furthermore, we do not assume responsibility for the final outcome of the service or any related expenses arising from its completion.

Factors Beyond Our Control

Al-Qalb Halal does not guarantee specific outcomes or results for the services provided, as certain factors fall outside our scope of control. Services rendered by independent professionals or associates via the Nearest.Expert platform, who are not employed by Al-Qalb Halal, fall outside our service guarantees and refund policy. Any delays, disruptions, or rejections arising from government agencies or third-party entities cannot be considered valid grounds for requesting a refund.

Force Majeure

Al-Qalb Halal shall not be held liable for any delays, interruptions, or failure to perform its obligations arising from circumstances beyond its reasonable control. Such events include, but are not limited to, natural disasters, pandemics, acts of government or regulatory authorities, war, terrorism, civil unrest, labor strikes, or other force majeure events.

In the occurrence of such unforeseen events, Al-Qalb Halal shall not be responsible for any delay, disruption, or inability to deliver services, and shall not be held liable for any resulting damages or losses. Obligations affected by force majeure shall be suspended for the duration of the event.

PRIVACY POLICY

At Al-Qalb Halal, we are committed to protecting the privacy and personal information of our users. This Privacy Policy explains how we collect, use, manage, and safeguard information from individuals (“Users”) who visit and interact with our website, <https://alqalbial.com> .

This policy applies to all data collected through the Site and any products or services offered by Al-Qalb Halal. We recognize the importance of transparency and user trust, and we are dedicated to ensuring that all personal information is handled in accordance with applicable data protection regulations and best industry practices.

1. PERSONAL IDENTIFICATION INFORMATION

Al-Qalb Halal may collect personal identification information from Users in various ways, including—but not limited to—when Users visit the Site, register on the Site, place an order, or engage with other features, services, activities, or resources made available through the Site.

As appropriate, Users may be asked to provide personal information such as their full name, email address, mailing address, phone number, and date of birth or incorporation, among other details.

Users may choose to browse the Site anonymously; however, certain features or services may require the submission of personal information. Al-Qalb Halal will collect such information only when it is voluntarily provided by the User. Please note that refusal to provide certain personal details may limit access to specific Site-related functionalities or services.

2. WEB BROWSER COOKIES

The Al-Qalb Halal website may use “cookies” to enhance the User experience. Cookies are small data files placed on a User’s device by their web browser for record-keeping purposes and, in some cases, to track information about their interactions with the Site.

Users have the option to configure their web browser settings to refuse cookies or to notify them when cookies are being sent. However, please note that disabling cookies may affect the functionality and performance of certain features on the Site.

3. SHARING YOUR PERSONAL INFORMATION

Al-Qalb Halal may share your personal information with trusted third-party service providers who assist in operating our business and the Site, such as for sending newsletters or conducting surveys, strictly for those limited purposes and with your consent.

You acknowledge and authorize Al-Qalb Halal to share your information with affiliated or sister entities for the purpose of delivering services through this or related platforms. These entities

may contact you via email, phone, or SMS. Use of their services may also be subject to their respective privacy policies.

In the event of a merger, acquisition, reorganization, or sale of all or part of our business, we will maintain the confidentiality of your personal data and notify affected users before any information transfer occurs.

4. HOW WE PROTECT YOUR INFORMATION

Al-Qalb Halal takes your privacy seriously. We use secure systems and follow best practices to protect your personal information from unauthorized access, changes, or leaks.

Information you share with us is safely encrypted through SSL (Secure Socket Layer), and our website follows security standards to keep your data safe.

5. HOW WE USE COLLECTED INFORMATION

Al-Qalb Halal may use Users' personal information for the following purposes:

- **To improve customer support:** Helps us respond more effectively to service requests and inquiries.
- **To enhance user experience:** Understand how users interact with our Site to improve usability.
- **To improve our services:** Use feedback to develop and refine our offerings.
- **To process transactions:** Use order details only to fulfill services; information is shared only as needed.
- **To manage promotions or surveys:** Send relevant updates or offers users have opted in to receive.
- **To send updates and communication:** Use email addresses to share order updates, respond to queries, and send optional newsletters or product updates. Users can unsubscribe at any time.

6. COMPLIANCE WITH CHILDREN'S ONLINE PRIVACY PROTECTION ACT

Al-Qalb Halal does not knowingly collect personal information from children under 13. Our Site is not intended for use by individuals under this age.

7. CHANGES TO THIS PRIVACY POLICY

- Al-Qalb Halal reserves the right to update this Privacy Policy at any time.
- Users will be notified via email when changes are made.
- We encourage users to regularly review this page to stay informed about how we protect personal information.
- Continued use of our platform indicates acceptance of the updated policy.
- If significant changes occur, a more prominent notice will be provided.

8. CONTACT US

If you have any questions regarding this Privacy Policy, our Site's practices, or your interactions with us, please contact us at:

AL-QALB GLOBAL HALAL CERTIFICATION PRIVATE LIMITED

2/152 Vivek Khand, Gomti Nagar,
Lucknow- 226010, Uttar Pradesh
Phone: +91 9716778456

CONFIDENTIALITY POLICY

At **Al-Qalb Halal**, we prioritize the confidentiality of our Clients information and uphold strict Information Security Management practices. The following key principles form the basis of our Confidentiality Agreement, which applies to all our clients:

- We do not disclose any Client information to third parties under any circumstances.
- We do not utilize our Clients identity or brand for marketing purposes without explicit written consent.
- We do not share our Clients names or information with prospective clients for marketing purposes.
- We do not sell or disclose our Clients list or any Client information to third parties.

Confidentiality Agreement

It is understood and agreed that a Client of **Al-Qalb Halal** may provide certain information that must be kept confidential. To ensure its protection and compliance with applicable patent and trade secret laws, the following terms are agreed upon:

- **Confidential Information** includes invention descriptions, proprietary ideas, technical and business information, trade secrets, research and development, financial projections, client/customer data, business plans, and other sensitive details, regardless of whether marked as "Confidential."
- **Al-Qalb Halal** will restrict the disclosure of Confidential Information within its organization to directors, officers, employees, and independent contractors ("affiliates") who have a need to know. Disclosure to third parties will occur only when required by law.
- This Agreement does not apply to Confidential Information that:
 - (a) was already in **Al-Qalb Halal's** possession;
 - (b) becomes publicly known without fault of **Al-Qalb Halal**;
 - (c) is rightfully obtained from a third party not bound by confidentiality;
 - (d) is disclosed with authorization;
 - (e) is publicly available; or
 - (f) is independently developed by **Al-Qalb Halal**.
- This Agreement constitutes the entire understanding between **Al-Qalb Halal** and the Client regarding the disclosure of Confidential Information. Any modifications must be in writing and signed by both parties.
- If any provision is found unenforceable, the remainder will remain in effect, with necessary modifications for enforcement.
- You are solely responsible for any consequences, losses, or damages resulting from unauthorized activities conducted by you, including potential criminal or civil liability.