

## RETURNS & REFUNDS

We are confident you will love your Mai Desiree jewelry pieces! But for whatever reason if it doesn't work out for you, we understand!

We offer a 30-day return policy. Return requests must be made within 14 days from receipt of delivery and the item must be returned within 21 days from receipt of delivery.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging.

We will notify you once we've received and inspected your return and let you know if the refund was approved or not. Once your item has been processed, we will immediately issue the refund minus the return shipping fee.

There will be a small shipping & processing fee of \$5.95 for all domestic returns!

For international Returns, there will be a shipping & processing fee of

\$14.95 for returns from Canada and Europe  
\$29.95 for all other International orders

To start a return, please contact us at [support@maidesiree.com](mailto:support@maidesiree.com) quoting "RETURN" and your **order number** in the subject line.

We will then send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

For **domestic (U.S) orders** a \$5.95 fee will be deducted from your refund for shipping and processing  
For **international orders** a \$14.95 fee (for Canada & Europe) will be deducted from your refund for shipping and processing \$29.95 fee for all other countries

## REFUNDS

Refunds will be issued immediately after the return has been approved.

Please allow 3-5 business days for your refund to show. It can take some time for your bank or credit card company to process and post the refund too.

You can always contact us for any return questions at [support@maidesiree.com](mailto:support@maidesiree.com).

## NON-RETURNABLE ITEMS

We cannot accept returns on sale items or gift cards.

## What happens if I receive a faulty item?

Please contact us immediately at [support@maidesiree.com](mailto:support@maidesiree.com) if the item faulty or if you received the wrong item so that we can evaluate the issue and make it right for you ASAP!

## EXCHANGES

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

## LOST OR STOLEN ITEMS

MAI DESIREE Jewelry is not responsible for lost or stolen packages that have been confirmed as **delivered**.

***However, if your package is marked delivered and you have not received it, please contact us immediately so we can help you investigate this.***

## INCORRECT ADDRESS / RETURN TO SENDER

Please email us ([support@maidesiree.com](mailto:support@maidesiree.com)) immediately if you have realized your placed and order with the wrong shipping address. We will try our best to update the order to the correct shipping address.

If the package has been sent back us from the wrong shipping address, you will need to pay a fee of \$4.95 for us to reship it back to you.