

Shipping & Returns

Shipping

We ship worldwide. Our shipping fees and shipping time will be added soon.

Shipping time includes order processing and shipping. Shipments are not processed on weekends or public holidays and are not shipped on Sundays or other holidays.

Duties & Taxes

Depending on the order and country of origin, local taxes and customs fees may apply, for which MaisonLYX is not responsible. Refusal to pay the applicable fees will result in a cancellation of the order. Any associated shipping and customs fees will be deducted from any refunds of the cancelled order.

Delivery Period

When an order is a pre-order, we will inform you when we will be able to send out your order.

Estimated delivery period will be added with the shipping fee.

The delivery period is an estimate and is not guaranteed. We will always aim to deliver your goods within the estimated delivery period, however, please take into account external issues that may arise outside of our control.

If you suspect your package is delayed, lost or stolen, please contact hello@maisonlyx.com with any supporting information so that we can best assist you.

Returns

We have a 14-day return policy, which means you have 14 days after receiving your item to request a return.

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. You'll also need the receipt or proof of purchase. For the return to be accepted, the item(s) must be posted in the box package in which it was received, or an equally secure outer box.

Returns are organised and paid for by the customer. MaisonLYX is not liable for the return package, and we strongly recommend using a trackable shipping service with insurance.

To start a return, you can contact us at hello@maisonlyx.com. Please outline your name, order number and returning item(s) in the email. Please note that returns will need to be sent to the following address:

Köpenicker Chaussee,3A, Berlin, 10317, Germany

If your return is accepted, we'll send you instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted. We do not accept in-person returns.

Please note that if your country of residence is not Germany, shipping your goods may take longer than expected.

MaisonLYX reserves the right to reject returned items if the above requirements are not met. If your return is rejected, you will receive a notification by email.

You can always contact us for any return questions at hello@maisonlyx.com.

Damages and Issues

Please inspect your order upon receipt and contact us immediately if the item is defective, damaged, or if you receive the wrong item, so that we may evaluate the issue and make it right.

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item.

Unfortunately, we cannot accept returns on sale items or gift cards.

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.

European Union 3-day cooling off period

Notwithstanding the above, if merchandise is being shipped into the European Union, you have the right to cancel or return your order within 3 days for any reason and without justification. As above, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

Refunds

We will notify you once we've received and inspected your return to let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at hello@maisonlyx.com.