

Maï & kaï Shipping & Returns

PRICES AND PAYMENTS

The prices listed for offered products and services are in Euro's including sales tax.

For delivery in Belgium shipping costs are €5.

For delivery outside Belgium shipping costs are adjusted accordingly. All orders above €50 in Europe are free of shipping costs.

After making an order, the customer/client receives an email confirmation immediately containing the total costs, including shipping costs. Payment is made by Molly tool.

Custom clearance and/or import/export duties are not included in the price and are the responsibility and on account of the customer/client.

DELIVERY

All orders will be shipped to the shipping address within five (5) days of receipt of payment. In the event of shipping changes the customer/client will be notified. Orders, however, will always be shipped within 14 days of receipt of payment.

A breach of the agreed delivery times does not give the customer/client the right to damages, termination of the agreement or dishonor any obligations set forth in this agreement or any other related agreement. The product will be shipped to the customer/client, at the latest, 30 days after receipt of payment. In case of a breach of this term, the customer/client may terminate the agreement without additional costs. The language in this article does not affect the option for parties to agree to a longer delivery term.

Delivery in parts or multiple shipments is permitted.

In the event a customer/client orders a no longer deliverable (an undeliverable) product, this will be communicated within a reasonable time to customer/client. Maï & kaï will attempt to offer a suitable replacement product.

RETURNS

In the event the delivered product does not meet the agreement, the customer/client shall notify maï & kaï by email within five (5) business days of receipt of the order. If the customer/client fails to notify maï & kaï within this timeframe, maï& kaï has fulfilled its obligations with respect to the delivered goods.

Customer/Client has the right to terminate the agreement without reason within seven (7) days of receipt of the order. This timeframe commences the day after receipt of the order. Returns are only accepted when the product packaging is undamaged, and the product is unworn, unwashed and undamaged.

In case of termination of the agreement based on the above article, the order shall be returned and received by maï & kaï within 14 days of termination of the agreement.

The shipping costs for returned products are on account of the customer/client. After receipt of returned orders in good condition, maï & kaï will deposit the paid amount directly to your bank account, with any shipping costs deducted from the transferred amount.

Returns must be returned to:

Maï & kaï

Prinsenstraat 61

1850 Grimbergen

Belgium

REFUND

Once your return has been received and checked, we will send you an email to notify you that we have received your returned item. We will also notify you of your refund.

If the returned items meet the predetermined conditions, your refund will be processed and a credit will automatically be applied to your credit card or original payment method within a specified number of days. This depends on your bank or payment choice (e.g. Paypal)

LATE OR MISSING REFUNDS

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time for your refund to be officially posted. Then contact your bank. There is often some processing time before a refund is processed. If you've done all of this and you still haven't received your refund yet, please contact us at hello@maiandkai.com.

EXCHANGES

We only replace items if they are defective or damaged or if you want a different size. If you would like to exchange the item for the same item, please send an email to hello@maiandkai.com and send your item to:

Mai & kai

Prinsenstraat 61

1850 Grimbergen

Belgium

In an exchange, the buyer is responsible for the shipping costs. In case of obvious production errors on the article, we will send you a shipping label.