

MAISON DE MONACO

RETURNS



GENERAL RETURN INFO

YES, we do accept returns! We accept return within 14 days after receiving the package. All the clothing items we provide on our website are returnable for a different size or a refund. Read all information carefully before ordering and when you want to send something back.

Refund?

You can either exchange your items for a different size or you can get a refund. What's important to know is that you're responsible for shipping the package back within the 14 days and the cost of the return. Understand that we can only accept returns in the same conditions as we shipped them out. Once a product is not in the right state anymore for it to get sold then we will not accept it (more information about this below).

When you get a refund, this will be of the amount of the products that you're returning. The shipping cost you paid when placing your order, was spent when sending the package out, we do not refund shipping costs.



How to ship it back?

What's most important about a return, is in what it state it comes back to us. Your product can **NOT** be washed or worn, **NO** sign of usage. All returns are carefully checked by us and based off of that we will accept or reject them. This is a list of things that we do not approve of:

- No smells (items that are fully covered in a heavy perfume, we reject)
- no stains
- not washed
- not worn
- no make-up on it (even if it was just to try on, once it has make up stains, we reject it)

Once it seems like the items has been used, like covered in dog hair, a bad smell... We will not take it back.

Please, fold the hoodie properly and put it back in the bag, put a note with your order number on it (and if you want to exchange it or get a refund). Then, seal the package, do this good. Make sure that you stick it back with the reusable sealing or tape it closed.

To where do I ship it back?

Once you prepared the package. Make sure you've **included your order number** and then you can ship it back to this address:

MDM
Mijkenbroek 1
4824 AA Breda
THE NETHERLANDS

It's really important to include your order number, otherwise we don't know that it's your package. If you can, send us the tracking of the package. This is not necessarily, but if something goes wrong, it's good that you can show us the tracking for a solution.

How long does it take for my refund to be processed?

Once we've received your package back, it can take up to a week to get a notification of the refund. You will receive an email confirming your refund and then it can take a few days until the amount is back on your account. This is something that mollie (the bank) takes control over and sometimes it will

be on your account after a day, sometimes after 3 days. It depends on if it's business days and can vary for different countries.

By ordering, you agree to these return terms and conditions. We do not make exceptions.