



OUR PROMISE

We promise to deliver your order on time and with no fuss. Sometimes things may go wrong and if this happens it is our highest priority to put things right.

IF YOUR ORDER IS WRONG OR FAULTY

Contact our customer care team on our Contact Form selecting Wrong/Faulty. We will reply as soon as possible and we will send you the right item on a free express delivery and give you 10% off your next order!

IF YOU WANT TO CHANGE OR RETURN SOMETHING

Just send it back to us within 14 days. We'll ship you a different size or colour, or process a refund, within 48 hours of receiving your return.

If you **need help** just visit our help desk at maysaa.com

DELIVERY & RETURNS NOTE

For returns, just fill in the form and send it back to us with the item/s you need to return.

For **FREE UK COLLECTION** visit our help desk at maysaa.com

YOUR ORDER DETAILS

ORDER DATE:	ORDER NUMBER:
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QTY	PRODUCT CODE	DESCRIPTION	SIZE	PRICE	REFUND? (✓)	EXCHANGE? (✓)	REASON CODE	FAULT (IF APPLICABLE)	REPLACEMENT SIZE	REPLACEMENT COLOUR

This returns policy does not affect your statutory rights. Please ensure you return the goods in their original condition within 14 days of them arriving with you. For any other information regarding returns and exchanges, please visit our Help Desk at maysaa.com

REASON CODES				
1. TOO LONG	2. TOO SHORT	3. TOO BIG	4. TOO LONG	5. TOO SHORT
6. UNWANTED GIFT	7. STYLE DIDN'T SUIT	8. ARRIVED TOO LATE	9. NOT AS EXPECTED	10. POOR QUALITY

MAYSAA
11C STEPHENSON ROAD
GORSE LANE INDUSTRIAL ESTATE
CLACTON ON SEA
CO15 4XA
UK

Note: This label is **NOT** pre paid, the cost of returning this parcel is your responsibility

FOR REFUNDS, EXCHANGES OR ORDER ERRORS PLEASE FOLLOW THESE STEPS:

1. Please tick the refund/exchange box next to the relevant item
2. We can only exchange items where you require a different colour or size of the *same item*. If you want an alternative item, place a new order and return the original item.
3. Use the printed address label on this form to attach to your parcel.
4. Make sure you enclose this form inside your parcel.
5. Please retain a proof of postage

All returns will be processed within 48 hours of receipt. Note that UK Royal Mail returns can take up to 7 working days and International returns can take up to 15 working days to arrive at our warehouse.

WRONG ITEMS	ORIGINALLY ORDERED ITEM CODE	INCORRECT ITEM RECEIVED CODE	PLEASE SEND ORIGINAL ITEM (✓)	I WANT A REFUND (✓)