

Maddi Return and Refund Policy

Last Updated: November 5, 2025

We want you to love what you buy! If you're not completely satisfied with your purchase, we're here to help.

Returns & Exchanges

We accept returns or exchanges within **15 days from the date of delivery**, provided that the items are unworn, unwashed, unaltered, and still have their tags and accessories intact and included. Moreover, the return must include a valid Order Reference number and proof of purchase.

How to Return Your Order

Step 1: Log in to your account and go to "My Orders"

Step 2: Select the order you wish to return

Step 3: Click "Return/Exchange" and select the items and reason for return

Step 4: Print the Returns Form included in your confirmation email (or download it from your account)

Step 5: Pack your item(s) securely with the completed Returns Form

Step 6: Ship your return using a traceable shipping method

We highly recommend using a traceable mode of postage, as we cannot reimburse unreceived returns sent through non-traceable methods.

If you don't have an account, you can process your return by emailing us at hello@shopmaddi.com, with the email subject: [Return and Exchange] Order #

Then, provide the following information in your email:

- Valid Order Reference Number
- Proof of Payment and Purchase
- Name
- Reason for returning/ exchanging the items

Condition of Items

Please ensure all items are:

- **Unworn** and **unwashed**
- **Unaltered** (no modifications or alterations)
- **Tags intact** - all original hangtags must be attached
- In original packaging with all accessories included

We reserve the right to reject item(s) that do not fulfill the conditions above.

Refunds

Your refund will be processed within **7-10 business days** after we receive it at our warehouse.

Refund Method

Refunds will be issued as **Store Credit** equivalent to the purchase price of each returned item. Store Credits will be valid for 2 years from the date they are credited to your account.

Please note the following:

- We do not provide cash refunds for return orders
- Delivery fees, if any, won't be refunded
- Custom duties/taxes, if any, won't be refunded

Original Payment Method Refunds (Philippine Orders)

For orders shipped within the Philippines, refunds can be processed to your original payment method within 7-10 business days after the returned order has been received.

Exchanges

We're happy to exchange items for a different size or color, subject to stock availability.

For exchanges:

- Items must meet all return conditions (unworn, tags intact, etc.)
- Exchanges will be processed within 7 to 10 business days after we received your returned item
- If your preferred size/color is out of stock, we will issue Store Credit instead equivalent to the purchase price of the returned item.

International Orders

We are **unable to facilitate exchanges or replacements for international orders** due to shipping complexities and costs. However, international customers may return items for Store Credit and place a new order if desired.

Non-Returnable Items

The following items are **NOT eligible** for exchange, refund, or return:

1. **Intimates** - underwear, bras, and undergarments
2. **Swimwear**
3. **Accessories** - jewelry, bags, belts, scarves
4. **Lifestyle items and gifts**
5. **Sale items** - all products sold at marked down prices
6. **Items purchased with specific promotional codes** where terms state exchange, refund, and return is not allowed
7. **Giveaway or contest items** - subject to applicable terms and conditions
8. **Custom or personalized items**

Sale of these product categories is final and cannot be returned, exchanged, or refunded.

Factory Defects & Incorrect Items

We stand behind the quality of our products. If you receive an item with a factory defect or if we sent you the wrong item, please contact us within 7 days from the date of delivery.

What Qualifies as a Defect

- Manufacturing flaws or defects present at the time of production
- Damaged items (not caused by wear or use)
- Faulty zippers, buttons, or stitching
- Material defects or tears

Defective Item Process

1. Contact our Customer Care team within 7 days from receiving your order.
2. Provide your Order Reference number.
3. Submit clear photos showing the defect or issue.
4. Our team will review your request and assess eligibility based on our Return and Exchange Policy.

Once confirmed, we reserve the right to choose one of the following options:

- Process a replacement (subject to stock availability)
- Issue a refund via Store Credit or to your original payment method
- Allow you to keep the item while we process your refund/replacement

If we request the item to be returned, we will reimburse postage costs up to the amount equivalent to our standard delivery method.

Items NOT Eligible for Defect Claims

✗ Wrong size, color, name, or number selected during checkout

- Detailed sizing charts and product information are available on all product pages
- If you have questions about sizing, colors, or specifications before ordering, please contact us - we're happy to help!

✗ Personal preference or fit issues

✗ Damage from wear, washing, or alteration

Please double-check your selections before completing your purchase!

Promo Code Orders

Orders made with promo codes are returnable **unless stated otherwise** in the promo code terms and conditions. You can find the terms and conditions:

- On our Promotions page for ongoing promotions
- At the bottom of the promotional email (if sent via email)

Rejected Returns

For returns that do not meet our eligibility criteria, we will unfortunately have to reject the request. In such cases, a return processing fee may be charged to cover courier arrangements from our warehouse back to you.

Important Notes

Sizing Guidance: We provide comprehensive sizing charts on every product page, including:

- Detailed measurements for bust, waist, hips, and length
- Model measurements and the size they are wearing

If you're unsure about sizing or have specific fit questions, our Customer Care team is here to help before you place your order!

Quality Commitment: We inspect all items before shipping to ensure they meet our quality standards. If you receive an item that doesn't meet these standards due to a manufacturing defect, we'll make it right.

Return Shipping:

- Customers are responsible for return shipping costs unless the return is due to our error (wrong item sent, defective item, etc.)
- We recommend using a tracked shipping service for all returns
- Keep your tracking number until your return is processed

Contact Us

Have questions about returns or exchanges? We're here to help!

- **Email:** hello@shopmaddi.com
- **Help Center:** Visit our FAQ page for instant answers

Please have your Order Reference number ready when contacting us.

Note: We reserve the right to update this Return and Refund Policy at any time. Changes will be effective immediately upon posting. Your continued use of our services constitutes acceptance of any modifications.