

Shipping, Return and Refund Policy

Thank you for visiting and shopping at maydaba. Following are the terms and conditions that constitute our Shipping Policy. At maydaba (“we”, “us” and “our”) are the owner of the website maydaba.com shop. References to “our Website” or “the Web store” are to www.maydaba.com

Return and Refund Policy

We are dedicated towards ensuring customer satisfaction at Maydaba.com shop, however if for any reason you are not completely satisfied with your purchase, please contact our customer service team in order to discuss the options we have available.

Please note: Due to the delicate nature of our products at Maydaba.com shop:

- Refunds on the products and services will be accepted in situations limited to the following:
 - (1) The products are damaged or faulty
 - (2) The products are lost during shipping
 - (3) The products received are incorrect (do not correspond with the order submitted by the customer).
 - (4) The products you ordered missed from stocks.

To complete your refund, we require a receipt or proof of purchase. The money will be refunded to the person who purchase the item (to his master card, visa card etc) which include the same information he/she used to purchase.

We will not accept third party and will not send money to him/her.

Refunds will be done only through the Original Mode of Payment.

Note: - the refund will be completed within 60 days.

Please check the item you received from (DHL) and make sure it is not broken and a good condition. Once you sign the papers about receiving the product then it is not our responsibility to refund you your money.

If you order a special item you should pay the full cost of the item before we start make/produce it and you have 24 hours from the time you pay the money to cancel the order then we will refund you the money after deduct between 5% to 10% of the product price.

Note: - There is no availability to Exchange/Return the products you purchased or delivered under any condition.

We have the right to change our return and refund policy any time without notice.

Shipping Policy

- **(Myadaba.com)** will NOT deal or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions countries in accordance with the law of JORDAN.
- Multiple **shipments/delivery** may result in multiple postings to the cardholder's monthly statement.
- We are pleased to offer delivery by courier service (DHL) worldwide:
Please note that deliveries outside of Jordan may be subjected to customs, regulatory or legal restrictions.
To comply with local legislation, you or the shipping recipient may be required to pay additional taxes, fees or levies, import duty or formal customs entry may apply to all products purchased from maydaba.com shop.

Also for Shipment processing time all orders are processed within 2-3 business days. Orders are not shipped or delivered on weekends or holidays. If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

- We are unable to offer any assistance or advice if either issue arises. Some items cannot be shipped overseas due to legislation that prohibits the transport of good that can be considered dangerous.
- For more information and a full list, please visit the DHL website.
- International parcels are sent via DHL. Please ensure that there will be somebody available at the delivery address (home/office/nearest international airport).
- Confirm with us to know if we ship items to your location
- We don't shipping to the countries of any Latin American and Russia.

- With free shipping, your order will be delivered within 30 days after all your items are available to ship, including special order items.
- There is a free trade agreement between Jordan and USA.
- We have the right to change our shipping policy any time without notice.