

Refund and Returns Policy

Miss Mai
missmai.com.au

This policy outlines our obligations regarding food returns and refunds. As used in this document, “us”, “we” and “our” refer to Miss Mai Pty Ltd (ABN 51 634 933 912), the owner of this website, and “you” and “your” refer to the customer of Miss Mai.

At Miss Mai, we work hard to make our food to a high standard. Our food is made daily for sale, but it is perishable and since we are human, mistakes are possible. Claims regarding the refund or return of our food, after it has been purchased, should be made immediately or on the same day.

Quality Assurance

If you purchase Miss Mai food that is not of acceptable quality, we will gladly offer a replacement or a full refund. We request that you return the item to the store in a timely manner. If you are unable to return to the store on the same day, please phone the shop to explain the situation.

Incorrect order

If the food you received is not what you ordered, we will gladly offer a replacement or a full refund. We request that you return the item to the store in a timely manner. If you are unable to return to the store on the same day, please phone the shop to explain the situation.

Change of Mind

We do not offer refunds, exchanges, or credit if you simply change your mind, dislike the taste, or you ordered the wrong item.

Refunds

We may ask for a receipt or bank statement to process a refund.

Refunds will be processed in the same way as the original payment method (cash or card). Allow 2 or 3 business days for card refunds to appear in your account.