

Exchange and Refund Policy

To Maximize our customers experience and confidence to shop with us, Al Maadan Offers a 100% refund opportunity within 7 days of purchase in the form of an Al Maadan Card to the value of the goods returned and also offers an exchange within 14 days of purchase subject to the below conditions:

- Returned items should be in their original packing and re-sellable conditions, with all tags attached, any packaging intact and accompanied by a valid receipt.
- For Hygiene and safety reasons edibles and cosmetics cannot be exchanged or refunded, unless there is a clear manufacturing fault.
- Items purchased at reduced prices during sale or promotional periods can be exchanged within 2 days of the date of purchase, but no refund will be provided on these items.
- On Gift with purchase promotions, the gift should also be returned along with the purchased product, to receive an exchange.
- All non-faulty returns will be refunded in the form of an Al Maadan Card to the value of the goods purchased. You can spend money refunded on the Al Maadan Card at your leisure any time over the following 3 months.
- Our policy does not affect your local statutory rights. Cash refunds will be considered in the case of manufacturing defects ONLY and with 3 days of purchase.
- Al Maadan does not accept any responsibility or liability whatsoever for lost, damaged, stolen or any unauthorized use of cards.

Thank you for shopping at our stores. Let us know how we can serve you better in the future. Visit <https://www.almaadan.ae>, email us at info@almaadan.ae or call for your Feedback.

00971-54-303-2436.