



Terms and Conditions

We ask that you read our terms and conditions if you are considering purchasing from us over the phone. The reason that we do not sell online is that shoe sizing varies with each designer and design. We choose to sell over the phone so that we can spend time talking with you to ensure that you are getting the correct fit, as if you were visiting us here in the shop.

All deliveries within NZ are sent via NZ Couriers on the day of order, and will take approximately 24 – 48 hours to reach you. We will not send any orders on a Friday as we worry that they may be lost in transit over the weekend. Any orders made on a Friday will be sent first thing Monday morning.

Refunds and exchanges

Customers within New Zealand are eligible to exchange goods within 7 days of purchase.

Goods may only be exchanged if the item has not been used or worn, and the tags and/or box are in perfect condition.

We are not able to exchange goods sent outside of New Zealand.

There is no refund or exchange on sale items.

All goods to be sent back to us at:

mei mei
shop 5, 282 Ponsonby Road
Ponsonby
Auckland 1011

Shipping costs back to mei mei are the responsibility of the customer unless returning faulty goods.

mei mei does not take any responsibility for items lost in the process of being returned to us. We recommend using a courier service with a Track and Trace facility.

We will issue a credit note, exchange the item, or issue you with a refund once the goods are in our possession, and we are satisfied with their condition.