

Frequently Asked Questions (FAQ)

1. **What is the MAE x DirectD partnership?**

MAE app has partnered with DirectD to bring you exclusive deals on mobile devices. Access DirectD through the MAE app to enjoy special discounts or complimentary gifts on selected purchases.

2. **What is DirectD?**

DirectD is a mobile device retailer offering smartphones, tablets, accessories and other electronic products through its online store and retail outlets.

3. **How do I access DirectD through the MAE app?**

Method 1

Step 1: Visit <https://maybank.directd.com.my/>

Step 2: You will be directed to a secure webpage to select your item

Step 3: Add your item to the cart and follow the on-screen instructions to purchase

Step 4: Check out using Maybank2u Online Banking (FPX) or a Maybank Credit Cards, and you're done!

Method 2

Step 1: Launch the MAE app.

Step 2: Find the 'Mobile & Gadget' feature under:

Featured in the MAE app homepage or Tap on View All under Quick Actions, and go to the 'Food & Lifestyle' tab.

Step 3: After tapping on 'Mobile & Gadget', scroll down and tap on the 'BUY NOW' button.

Step 4: Select your item and follow the on-screen instructions.

Step 5: Check out using Maybank2u Online Banking (FPX) or a Maybank Credit Cards, and you're done!

4. **Do I need to be a Maybank customer to enjoy these exclusive offers?**

The offers are available to eligible customers who are able to access the DirectD website through the MAE app/Maybank2u product page, subject to the applicable promotion terms and conditions.

5. **What exclusive offers can I enjoy through the MAE app?**

Enjoy special discounts or complimentary gifts on selected mobile devices when you access DirectD through the MAE app. Offers may vary depending on the product and ongoing promotions.

6. **Can I combine MAE-exclusive deals with other DirectD promotions or voucher codes?**

No. MAE-exclusive deals are non-stackable and cannot be used alongside any other DirectD promo codes, vouchers, or discounts.

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7. **Are the offers available for a limited time?**

Offers are subject to the applicable promotional period, product availability and terms and conditions. Please check the site regularly for the best prices.

8. **Where will my purchase take place?**

Your purchase will take place on DirectD's website. After clicking on "Buy Now" on the Maybank2u promo page, you will be redirected to DirectD to browse products, place your order and complete payment.

9. **Do I need to create a DirectD account to make a purchase?**

No. You can check out as a guest without creating an account. However, creating an account allows you to track your order status and view your purchase history easily.

10. **What payment methods are accepted?**

You are able to pay via Maybank2u Online Banking (FPX) and Maybank Credit Cards.

11. **Will I receive a receipt or order confirmation?**

You will receive an email upon order confirmation.

12. **Does DirectD deliver nationwide?**

Yes, Direct D delivers nationwide and offers in-store pick up. For in-store pick up, you may select the outlet upon check out.

13. **How much is the delivery fee?**

Nationwide insured shipping starts from RM 16, while same-day delivery within selected Klang Valley postcodes is available from RM 15 for orders placed before 2:00 PM.

14. **How can I track my order?**

Once your order is placed, you will receive a confirmation email with your tracking details.

15. **What should I do if I receive a damaged, defective or incorrect product?**

Please contact DirectD's Customer Service hotline immediately at 019-691 0000 with your order details. You will be guided on the resolution process.

16. **Are the mobile devices covered by a warranty?**

Yes, all new devices come with a standard 1-year warranty, while selected brands offer extended coverage as specified on individual product pages.

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17. **Can I cancel my order or request a refund?**

Goods sold are strictly non-refundable and non-returnable. However, if you encounter any issues with your order or require special assistance, please contact DirectD's Customer Service hotline at **019-691 0000** with your order details.

18. **Who should I contact if I have an enquiry about my purchase?**

For any enquiries regarding your purchase, please contact DirectD's Customer Support team via hotline or WhatsApp at 019-691 0000 with your order details.

19. **Can Maybank assist me with my DirectD order?**

Purchases are made directly on DirectD's website. DirectD is responsible for processing and fulfilling orders, including delivery, returns and warranty enquiries.

20. **Why am I being redirected to a third-party website?**

MAE app provides access to exclusive DirectD offers through the app. You will be redirected to DirectD's website to browse products and complete your purchase directly with DirectD.

21. **Will my Maybank account or banking information be shared with DirectD?**

None of your banking information will be shared with DirectD.