



themacayastore.com

462 ridge street, newark, nj 07104

Customer Service Information

Thank you for ordering from theMacayaStore.com. We would appreciate any comments regarding our merchandise or the manner in which your order was handled. Our customer service associates can be reached by calling 866-434-1804, or by email at customerservice@themacayastore.com.

Return Information

Every purchase from TheMacayaStore.com is unconditionally guaranteed. If you are not completely satisfied with your purchase, please return the item within 14 days of the shipping date in new and unused condition for an exchange or refund.

RETURN REASON CODES

Too Large – Overall	01	Not as Pictured	12
Too Small – Overall	02	Not as Described	13
Workmanship/Sewing	03	Not as Expected	14
Did Not Wear Well	04	Received Damaged	15
Defective	05	Product Mislabeled	16
Dislike Styling	06	Ordered 2 sizes, Kept 1	17
Dislike Fabric	07	Other (please specify)	18
Dislike Color	08	Arrived Too Late	19
Expected Better Quality	09	Wrong Item Shipped	20
Changed Mind	10	Received Another Customer's Order	21
Returning a Gift	11	Canceled Order	22

Please do the following if you wish to return an item(s):

1. Fill out the form below, indicating the item and reason for return. Indicate any additional merchandise requests in the "New Merchandise" column.
2. Please pack all items in a secure carton, or reuse the original packaging and enclose this form.
3. Ship your package via UPS, Federal Express, Express Mail or Priority Mail. (Without exception, returns must be sent UPS, Federal Express, Express Mail or Priority Mail. All returns must be insured for full value)
4. Send to the address below. Once we receive your package, we'll promptly exchange or refund as you instruct.

Return Address:

Macaya LLC Returns
462 Ridge Street
Newark, NJ 07104

Important: Please include your Order Number on the outside of the box.

5. Please be sure your package is insured and prepaid. We're sorry, but we cannot accept COD returns.

ITEMS FOR RETURN

	Item Name	Color	Size	Qty	Description	Reason Code	Price
01							
02							
03							
04							

NEW MERCHANDISE

	Item Name	Color	Size	Qty	Description	Reason Code	Price
01							
02							
03							
04							