

CHia New York

Return Merchandise Authorization (RMA) #: _____

Return and Exchange Policy

We at *CHia New York* want you to be completely satisfied with your purchase. If you are not satisfied for any reason, you may contact *CHia New York* to apply for a return or exchange of the unused item, in its original condition, with its original packaging, and proof of purchase, within 14 days of your purchase.

Please note - all Clearance items are final and subject to limited availability.

Return

We may approve your return and refund the regular purchased price minus restocking fee (\$35.00) & shipping charges, typically within 48 hours of our receipt of the returned item. Please note – we only approve your return on the regular price purchased items.

Exchange

Once we receive the item you would like to consider for exchange, and approve the exchange we will send your new order by UPS ground at no additional cost.

Here's what you need to do:

- Email customerservice@chianewyork.com or call 646. 221.0599 for a Return Merchandise Authorization (RMA). (We will refuse any returns or exchanges without it.)
- Download the [Return & Exchange Request Form](#) (click here for a free download of Acrobat Reader if needed to view the file). If you are having trouble downloading, please email us at customerservice@chianewyork.com and we can send you a Refund and Exchange Request Form via fax or email.
- You must obtain a Return Merchandise Authorization (RMA) number in order for us to process your return. Once you have filled out and signed the form you must fax it to 301.398.8171 in order for us to process your requested return or exchange. Pack the bag securely with the copy of your packing list, Returns or Exchanges Request Form and write the Return Merchandise Authorization (RMA) number on the exterior of the box in big print.
- Insure your package for the full value of the merchandise and return it to us using the delivery service of your choice. For speed and security, we recommend UPS/FedEx.
- Send it back to *CHia New York*, attn.: Customer Service, 41-39 Forley Street, Elmhurst NY 11373

Refund / Exchange Request Form

Name: _____

Order Date: _____

8 digit Order #: _____

Return Style: _____ Color: _____ or

Exchange for style: _____ color: _____

CHîa New York

Return Merchandise Authorization (RMA) #: _____

Reason for return/exchange:

CHîa New York Inc. terms agreed to upon purchase from www.chianewyork.com

Terms

- CHîa New York Inc. reserves the right to cancel any order in full or in part for any reason whatsoever.*
- CHîa New York Inc. reserves the right to impose a restocking charge of \$ 35 USD for cancelled or returned orders.*

Please note that no refunds or exchanges will be granted after the two-week period has been exceeded. Further, no return will be accepted without the Refund/Exchange Request Form and the issued RMA (Return Merchandise Authorization) #.

Signature_____ Date_____

*CHîa New York Inc.
41-39 Forley Street
Elmhurst, NY 11373*