

Return Policy

Returns

We have a 14 day return policy, which means you have 14 days after receiving your item to request a return.

To be eligible for a return:

- Your item must be in the same condition that you received it: unworn, unused, with tags, and in its original packaging.
- You'll also need the receipt or proof of purchase.

To start a return, contact us at info@mcjstudio.me. If your return is approved, we'll provide detailed instructions on how and where to send your package.

Important:

- Customers are responsible for all return shipping costs.
- Approved returns must be shipped back to us within 14 days of receiving the return approval. Items sent back after this timeframe or without prior approval will not be accepted.

For any return related questions, contact us at info@mcjstudio.me.

Damages and Issues

Please inspect your order upon receipt. If your item is defective, damaged, or incorrect, contact us immediately at info@mcjstudio.me. We'll assess the issue and work to resolve it promptly.

Non Returnable Items

Certain items are non returnable, including:

- Custom products (e.g., special orders, personalized items, or commissions).
- Perishable goods (e.g., food, flowers, or plants).
- Personal care items (e.g., beauty products).
- Hazardous materials, flammable liquids, or gases
- Items that are damaged or have traces of usage.

Note: Sale items and gift cards are also non returnable. If you're unsure about your specific item's eligibility, reach out to us at info@mcjstudio.me.

Exchanges

The fastest way to ensure you get what you want is to return the item you have. Once the return is approved, you can make a separate purchase for the new item.

European Union 14 Day Right of Withdrawal

If you are a customer residing in the European Union, you have the legal right to cancel or return your order within 14 days without providing a reason, as per the EU Consumer Rights Directive.

To exercise this right:

- Notify us within 14 days of receiving your order.
- Return the item in its original condition (unworn, unused, with tags, and in its original packaging).
- Provide original proof of purchase.

Note: If you cancel an order under the 14 day withdrawal right, we will refund the cost of the item(s) purchased. Original shipping costs will not be reimbursed, and customers are responsible for the return shipping fees unless the item is defective or incorrect.

Refunds

Once we receive and inspect your return, we'll notify you about the approval status of your refund. If approved:

- Refunds will be issued to your original payment method within 10 business days.
- Please note: Bank or credit card processing times may vary.

If more than 15 business days have passed since your return was approved and you haven't received your refund, contact us at info@mcjstudio.me.