

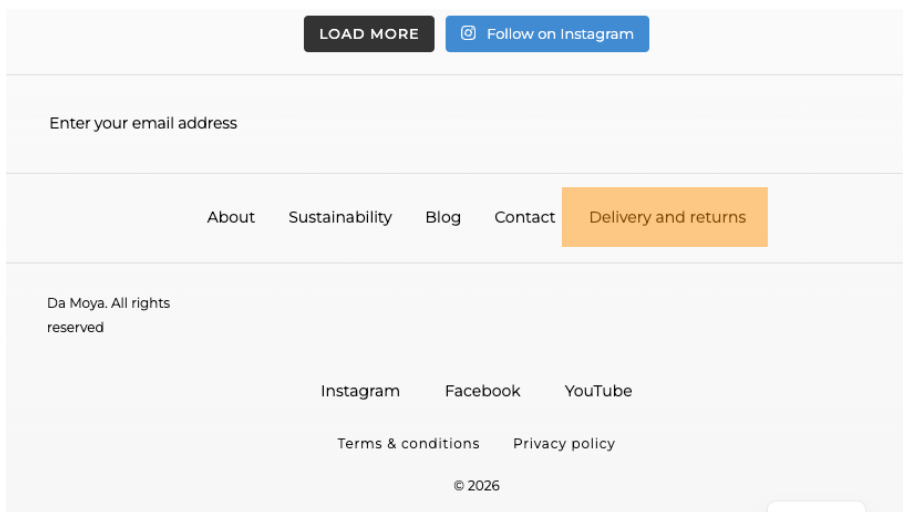


DA MOYA

Returns & Exchanges Guide – Da Moya

1. Access the Returns Portal

Go to www.da-moya.com and click on “**Delivery & Returns**”.



2. Start Your Return

Click on “**Request a Return**” to begin the process.





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3. Find Your Order

Enter the following details:

- **Order number** (sent to your email after purchase)
- **Email address used at checkout**

Then click **“Find your order.”**

💡 *If you can't find your order number, please contact our support team and we'll assist you.*

Welcome to Da Moya Returns Center


Your order number here

Your email here

Verify by postal code or phone number

Find your order



We accept returns of unused and undamaged items according to our return policy. [View return policy](#)



4. Select the Item(s)

You'll see all items associated with your order that are eligible for return. Select the product(s) you wish to return.

< What would you like to return?

	Cartagena — Petrol M \$100.00 x1	>
	Cartagena — Petrol L \$100.00 x1	>

Next



DA MOYA

5. Choose the Reason

Select the reason for your return (e.g., *Other* or the most applicable option).
Click **“Next”** to continue.

Why are you returning this item?

Others

Defective item

Wrong size - Exchange

Incorrect item received

Parcel damaged on arrival

6. Select Return Type

Choose **“Exchange”** if you want to swap your item.

What would you like to return?

Cartagena — Petrol M \$100.00 x 1 Return Edit

Return item x 1

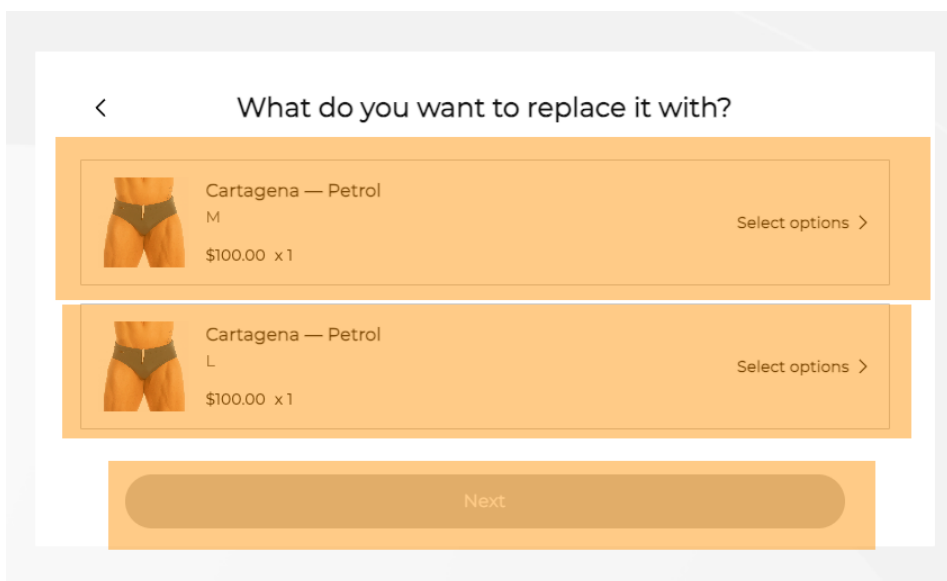
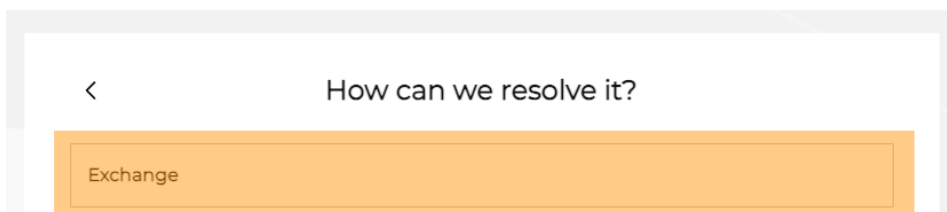
Cartagena — Petrol L \$100.00 x 1 Return Edit

Return item x 1

Next



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7. Choose Your New Item

- Select the desired **size** for your exchange
- If you want a different **style or color**, include the details in the “**Exchange notes**” field

Then click “**Select.**”



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A product selection modal for 'Cartagena — Petrol' underwear. On the left is a photograph of a person's waist and legs wearing the blue briefs. On the right, there is an orange panel with a close button (X) in the top right corner. The panel contains a 'Size' section with three buttons: 'L', 'M' (which is selected), and 'S'. Below this is an 'Exchange notes' section with a text input field containing the placeholder text 'Describe the exchange variant details.' and a character count '0/200' in the bottom right corner. At the bottom right of the modal is a large, dark brown 'Select' button.

Cartagena — Petrol
M \$100.00 x1

Select

8. Select Return Method

Choose the available return method based on your location.

A screen titled 'Choose a return method' with a back arrow on the left. It features a single selection option: 'Ship with a return label (\$9.99 USD)'. To the left of the text is a small icon of a shipping label, and to the right is a checkmark icon. Below the main text, a smaller line of text reads: 'You'll get a return label after your request is approved.'

Choose a return method


Ship with a return label (\$9.99 USD)
You'll get a return label after your request is approved.





9. Review & Submit

Carefully review your exchange details and click **“Pay and Submit”** to complete your request.

< Review your return

 <p>Cartagena — Petrol M \$100.00</p>	x1	Cost of return \$9.99
		Total payment \$9.99 USD

What you're returning

 <p>Cartagena — Petrol M Others \$100.00</p>	x1
 <p>Cartagena — Petrol L Others \$100.00</p>	x1

Return method
Ship with a return label (\$9.99 USD)
You'll get a return label after your request is approved.

*Based on our store policy and any applicable discounts, taxes, and shipping costs.

[Pay and submit](#)