
CUSTOMER BILL OF RIGHTS

YOU ARE WELCOME HERE.

At Macy's, Inc., we believe that everyone who walks through our doors should be treated with dignity, respect and kindness. We are committed to making you feel welcome...no matter your race, color, religion, sexual orientation, gender identity, age, disability, citizenship, ancestry, appearance, or any other personal or physical characteristics that make you who you are.

WE ARE COMMITTED TO YOU.

Any Macy's, Inc. employee who either engages in, or fails to report discrimination, is in violation of our Company policies by not reflecting our values or our commitment to make you feel welcome. This is unacceptable to us, and we will take action - including termination of employment where warranted.

WE RESPECT YOUR RIGHTS.

You are part of this community and we respect your rights. Macy's, Inc. prohibits unreasonable searches or any profiling of customers by our employees. We require all asset protection employees to identify themselves when interacting with you and to provide you with their name upon request. We strictly prohibit the use of excessive force or threatening and intimidating language.

A person may only be detained if an authorized employee reasonably believes that the person is committing or attempting to commit shoplifting or another crime on the premises. If a person is detained, it may only be done in a reasonable manner and for a reasonable amount of time to permit investigation or questioning.

Nothing in this statement is intended to limit any other obligations of the Store or rights that you may have under any local, state or federal laws. If an incident does occur, we will take action quickly because we respect your rights.

WE THANK YOU.

We thank you for choosing to shop with us and appreciate the opportunity to serve you.
You are welcome here.

If you have an instance of suspected profiling, discrimination or any other violation of this statement in a Macy's or Bloomingdale's store to report, you may contact any of the following:

The Macy's / Bloomingdale's Store Manager.
Ask any associate for the Store Manager's contact information.

Macy's, Inc. Presidential Office toll-free:
1-800-417-2831
(Monday through Friday, 8 a.m. to 5 p.m. EST)

Macy's, Inc. Tell Us What You Think:
[macysinc.com/contact-us](https://www.macysinc.com/contact-us)

