



Return Policy

We accept returns only in cases of clear defects in product quality or discrepancies between the delivered goods and the invoice or signed contract.

If, for any quality reason, you are not satisfied with your online purchase, we will accept returns and exchanges of unworn, unwashed merchandise within **30 days of purchase**.

Please complete the return/exchange form (you can ask our sales to send it), indicating how you would like us to handle your return.

Return/ Exchange Form

Fill out Contact Information	List items you are returning including reason for return.
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ORDER # as per Invoice _____

NAME _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

PHONE () _____

E-MAIL _____

REASON	DESCRIPTION	QTY

1. Make the photos and clear definition the reason of return and contact us via sales@yanashop.uk.
2. After the written acceptance of the return please send the item by post to our address mentioned in Invoice.
3. After we receive your item the return/exchange will take place.

All returned merchandise will be charged a **GBP 50.00** return processing fee, which will be deducted from your merchandise credit or refund. We will waive the return processing fee for item(s) returned within **60 days** for the following reasons:

- Damaged/defective merchandise
- Exchange orders



Shipping and handling charges are non-refundable, unless an error occurred on our part while shipping your order. Refunds for returned items will be issued in the original form of payment.

Additional information and exceptions:

- a. The wedding dresses are not subject of return.
- b. The custom-made shoes are not subject of return.
- c. Returned products must be in new condition and in the original packaging. We are unable to accept returns of assembled merchandise.
- d. You are responsible for the return shipping charges.
- e. Furniture is not subject of return, but subject of replace or repair.
- f. For reasons due to consumer protection and health codes, certain personal care products are not able to be returned if they have been opened. If none of the security seals have been broken, the item may be returned.

