

RETURN POLICY

1. Returns

➤ *Time:*

We accept the return of products. Customers have the right to apply for a return within 30 days after the receipt of the product.

➤ *Condition:*

- To be eligible for a return, the item must be returned in good condition with necessary documents/parts and accessories together with the proof of purchase, we do not accept worn, dirty or stained merchandise.
- The goods being returned will be assessed. Handling charges will be applicable before the refund is processed.
- If you'd like to proceed with a return, like-new products in their original packaging can be returned for a refund within 30 days of delivery and the consumer shall be responsible for the return shipping fee. The cost will be the dispatch/delivery fee for delivery of the initial order and a return fee which is equivalent to the delivery charge in your area and any handling fees. These will be deducted from the refund. This does not apply if the products have been assembled, partly assembled, or where the original packaging has been discarded.
- If you've received damaged products, please notify us within three days of receipt, in which case we will cover the return shipping fee for damaged items only. Damaged items can be returned for a full refund, or replaced under the Warranty Policy once we receive your full evidence.
- Customer need to provide below information in the email:
 - *Order number;*
 - *The SKU of the products which need to return or exchange;*
 - *Evidence pictures to show faulty items.*

2. Refunds

Once your return is received and inspected, we will email you a notification of receipt. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

3. Late or missing refunds

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund, please contact us at contact@yes4all.com

Please contact us first by emailing contact@yes4all.com before you decide to return your package back. Our Customer Service can answer most concerns and can assist you with any questions you may have about the product.