

RETURNS & REFUNDS POLICY

What is your return policy?

WITHIN 30 DAYS

Returns and exchanges will be accepted within 30 days of the original shipping date, no questions asked. Items must be returned in resalable condition, in original packaging, with original proof of purchase. You pay the return shipping, we process the refund or exchange! The refund will be issued to the original form of payment.

For even (equal) exchanges no additional payment is needed for processing the exchange. If the replacement item in the exchange is more expensive than the returned item the customer is responsible for paying the retail difference. If the replacement item in the exchange is less expensive than the returned item the customer can select an additional item or forfeit the remaining amount. Shipping is not charged to the customer for shipment of the exchange item.

On the rare occasion the item is defective, a refund or replacement can be claimed by sending a picture of the defective or damaged item, accompanied by the order number, the item code, and a brief description of the defect to contactus@yanbal.com. Yanbal may require you to return the item.

We strongly recommend that you use a carrier that offers shipment tracking for all returns and either insure your package for safe return or declare the full value of the shipment so that you are protected if the shipment is lost or damaged in transit. You are solely responsible for any loss or damage to the product during shipping.

AFTER 30 DAYS AND WITHIN 90 DAYS OF THE ORIGINAL SHIPPING DATE

You may replace or receive a Yanbal merchandise credit on any item that, on the rare occasion, is defective. A returned item will be replaced with the same item, if that item is not available, we will refund you with a merchandise credit in the amount paid for the defective item. You pay for the return shipping, we ship the replacement for FREE.

This guarantee does not cover merchandise damaged through normal wear & tear, accident, misuse or that have been discolored due to exposure in water or to chemicals such as perfume, hairspray and lotion.

Items must be returned with the original proof of purchase and original packaging.

We strongly recommend that you use a carrier that offers shipment tracking for all returns and either insure your package for safe return or declare the full value of the shipment so that you are protected if the shipment is lost or damaged in transit. You are solely responsible for any loss or damage to the product during shipping.

AFTER 90 DAYS OF THE ORIGINAL SHIPPING DATE

Yanbal will replace or refund for any item that, on the rare occasion, is defective. The customer is responsible for the return shipping. A defective item will be replaced with the same item, if that item is not available, we will refund you with a merchandise credit in the amount paid for the defective item.

After 90 days a \$5 per item handling fee will be charged.

Items must be returned with the original proof of purchase and original packaging.

We strongly recommend that you use a carrier that offers shipment tracking for all returns and either insure your package for safe return or declare the full value of the shipment so that you are protected if the shipment is lost or damaged in transit. You are solely responsible for any loss or damage to the product during shipping.

- ✓ When purchase has been made directly from a Yanbal Independent Style Advisor, she should be contacted for returns.
- ✓ Refunds will be processed upon receipt of your returned item at the Distribution Center (may take 2-3 business days) or upon receipt of a picture proving the defect or damage at contactus@yanbal.com
- ✓ We will send you an email confirmation when your refund has been processed.