

WITHIN 30 DAYS: Goodwill Returns and Damaged Orders Policy (applies to all products except jewelry)

Is the product not what you expected?

If you aren't satisfied with your product for any reason, we will be happy to either refund the purchase value as a cash refund or a merchandise credit within 30 days from the delivery date (as indicated by the carrier). To request a return, simply contact Customer Care (contactus@yanbal.com).

Please keep in mind that you may be asked to:

GOODWILL RETURN: return new or slightly used product. The item must be returned in its original packaging, with original proof of purchase.

DEFECTIVE: return the defective item in its original packaging, with original proof of purchase or send us a picture of the item, accompanied by the order number, the item code and a brief description of the defect to contactus@yanbal.com.

If Customer requires a cash refund, it will be issued to the original form of payment. The actual refund amount is subject to applied discounts and taxes. The original shipping will not be refunded.

STEPS TO RETURN A PRODUCT:

If you paid with a Credit Card:

1. Contact Customer Care.
2. Have original proof and date of purchase with you to provide it to Customer Care agent.
3. Within 2 business days from submitting the return request, you will receive an email with an optional free, pre-paid domestic shipping label to return your purchase.
4. Print it out.
5. Place the products you wish to return in their original packaging and place the original proof of purchase inside. Secure the box with tape. We kindly request that any free gift (for example a bonus item, products sold as sets, etc.) associated with the order also be included in the return.
6. Close the box and place the label on the outside of the package.
7. Drop your package at any Fedex location as soon as possible. Please be mindful that the return cannot be processed before the products arrives at the Distribution Center. **Helpful hint:** don't forget to ship your order back within 7 calendar days. This return request will expire if it isn't received in 30 calendar days.
8. Once the return is received, please allow up to 10 business days for the refund to be processed. You will receive a refund confirmation email once your return has been completed.
9. Your bank may take up to several additional business days to post the refund to your account.

If you paid with Merchandise Credit:

1. Contact Customer Care.
2. Follow the same steps described above (2-8).
3. Once the returned item is processed, your Merchandise Credit will be available for you to use. There is no expiration date for the Merchandise Credit. When purchasing items from Yanbal Style Advisor with cash or check, please follow up directly with your Style Advisor. Our Customer Care team will not be able to assist you.

4. Please note that in case the initial payment was made with Merchandise Credit, we will not be able to issue a cash refund. The refund will be issued in a form on Merchandise Credit.

Terms & Conditions

What cannot be returned?

- Individual items received in special packs (Starter Kit, Megapacks) and as gifts (Jumpstart, 3rd party products such as laptops or tablets etc.) cannot be returned or refunded for Merchandise Credit or Cash.
- Items marked as Final Sale are not eligible for return.
- We cannot, unfortunately, process exchanges at this time.
- 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.

What you need to know:

- Yanbal monitors returns activity by Customers & Style Advisors and if we detect what we consider to be excessive or potentially fraudulent return activity from a customer or Style Advisor, Yanbal will no longer accept any returns from them. An Alert List will be monitored to ensure that the policy is not been abused.
- The Return and Refund policy is created for our Styles Advisors as well as for our Customers.
- You are welcome to return sets that are eligible for a return. Just remember, in order to obtain a refund, you must return the entire set together.
- Initial outbound shipping will not be refunded.
- Items must be returned in their original packaging and accompanied by an original proof of purchase. This could include your packing slip, a copy of your order confirmation email or a copy of your return confirmation email. Please note that we will not be able to process any return or refund without this information.
- **Returns and Refunds for Cash:** we are happy to provide you with a cash refund within 30 calendar days from the delivery date (as indicated by the carrier).
- **Returns and Refunds for Merchandise Credit:** we are happy to provide you a Merchandise Credit refund within 30 calendar days from the delivery date (as indicated by the carrier). There is no expiration date for Merchandise Credit. Once you choose to receive Merchandise Credit, we will not be able to return the money deposited as credit into your account.
- **Timing of Refunds (Refund Processing Period):** your refund will be processed upon receipt of your returned item at our Distribution Center. Once we process your return, your refund should be available within 10 business days depending on your issuing bank and/or billing cycle. You will receive a refund confirmation email once your return has been completed. Please be mindful that the return cannot be processed before the products arrives to the Distribution Center.

WITHIN 120 DAYS: Applies only to damaged or defective jewelry pieces

We take pride in the quality of our products and want you to fall in love and enjoy them. If you are not pleased with the product, simply give us a call (or email us at contactus@yanbal.com) and we'll make it right! All our products may be returned for refund due to a manufacturer's defect with your original proof of purchase (order confirmation email and/or packing slip).

Terms & Conditions

- Within 30 days, you may return jewelry for either a Cash Refund or Merchandise Credit (30 days from the delivery date as indicated by the carrier).
- Within 120 days, you may return jewelry for Merchandise Credit only (120 days from the delivery date as indicated by the carrier).
- To replace an item due to a manufacturer's defect or damage, please contact our Customer Care team who can assist you (contactus@yanbal.com)

What you need to know:

- Yanbal monitors returns activity by Customers & Style Advisors and if we detect what we consider to be excessive or potentially fraudulent return activity from a customer or Style Advisor, Yanbal will no longer accept any returns from them. An Alert List will be monitored to ensure that the policy is not been abused.
- The Return and Refund policy is created for our Styles Advisors as well as for our Customers.
- You are welcome to return sets that are eligible for a return. Just remember, in order to obtain a refund, you must return the entire set together.
- Initial outbound shipping will not be refunded.
- Jewelry products that have normal wear and tear are not covered under our replacement policies (tarnish, scratches, misuse or discoloration due to exposure in water or to chemicals such as perfume, hairspray and lotion).
- The actual refund amount is subject to applied discounts and taxes.
- The original shipping will not be refunded.

In case of damaged items, they can be exchanged for the same model (and color if applicable) if it is in stock. Examples of manufacturer's defect o damage:

- Non-functional clasp
- Abnormal discolorations (beyond normal variations in natural stone colors or normal wear and tear)
- Jump ring or chain link that is not closed properly

STEPS TO RETURN JEWELRY:

WITHIN 30 DAYS

If you paid with a Credit Card:

1. Contact Customer Care.
2. Have original proof and date of purchase with you to provide it to Customer Care agent.
3. Within 2 business days from submitting the return request, you will receive an email with an optional free, pre-paid domestic shipping label to return your purchase.
4. Print it out.
5. Place the products you wish to return in their original packaging and place the original proof of purchase inside. Secure the box with tape. We kindly request that any free gift (for example a bonus item, products sold as sets, etc.) associated with the order also be included in the return.
6. Close the box and place the label on the outside of the package.
7. Drop your package at any Fedex location as soon as possible. Please be mindful that the return cannot be processed before the products arrives at the Distribution Center. **Helpful hint:** don't forget to ship your order back within 7 calendar days. This return request will expire if it isn't received in 30 calendar days.
8. Once the return is received, please allow up to 10 business days for the refund to be processed. You will receive a refund confirmation email once your return has been completed.
9. Your bank may take up to several additional business days to post the refund to your account.

If you paid with Merchandise Credit:

1. Contact Customer Care.
2. Follow the same steps described above (2-8).
3. Once the returned item is processed, your Merchandise Credit will be available for you to use. There is no expiration date for the Merchandise Credit. When purchasing items from Yanbal Style Advisor with cash or check, please follow up directly with your Style Advisor. Our Customer Care team will not be able to assist you.
4. Please note that in case the initial payment was made with Merchandise Credit, we will not be able to issue a cash refund. The refund will be issued in a form on Merchandise Credit.

WITHIN 120 DAYS

If you paid with a Credit Card or Merchandise Credit:

1. Contact Customer Care.
2. Have original proof and date of purchase with you to provide it to Customer Care agent.
3. Within 2 business days from submitting the return request, you will receive an email with an optional free, pre-paid domestic shipping label to return your purchase.
4. Print it out.
5. Place the products you wish to return in their original packaging and place the original proof of purchase inside. Secure the box with tape.
6. Close the box and place the label on the outside of the package.
7. Drop your package at any Fedex location as soon as possible. Please be mindful that the return cannot be processed before the products arrives at the Distribution Center. **Helpful hint:** don't

forget to ship your order back within 7 calendar days. This return request will expire if it isn't received in 30 calendar days.

8. Once the returned item is processed, your Merchandise Credit will be available for you to use. There is no expiration date for the Merchandise Credit. When purchasing items from Yanbal Style Advisor with cash or check, please follow up directly with your Style Advisor. Our Customer Care team will not be able to assist you.
9. Please note that in case the initial payment was made with Merchandise Credit, we will not be able to issue a cash refund. The refund will be issued in a form on Merchandise Credit.

Yanbal USA: Missing or Damaged Orders

Didn't receive your order? The items are not the ones you ordered? Items missing from your order? Is the package in bad shape? Damaged items? **We got you.**

If any of the above situations apply to you, we ask that you notify us within **7 days** from the shipment delivery date (as indicated by the carrier). Items that break prior to wear or have any product defects must be reported within 7 days of receipt to be eligible for a refund or replacement. Sadly, we will not be able to help and process any case reported to our Customer Care after 7 calendar days (from the delivery date indicated by the carrier).

If you received a product that is damaged in transit or not exactly what you ordered (including Final Sale and non-refundable products, such as Starter Kits or Megapacks), we will replace the product, provided you contact Customer Care within 7 calendar days of receipt. Be sure to submit your order number.

STEPS TO RETURN DAMAGED ITEMS:

If you paid with a Credit Card:

1. Contact Customer Care.
2. Have original proof and date of purchase with you to provide it to Customer Care agent.
3. Within 2 business days from submitting the return request, you will receive an email with an optional free, pre-paid domestic shipping label to return your purchase.
4. Print it out.
5. Place the products you wish to return in their original packaging and place the packing slip inside. Secure the box with tape. We kindly request that any free gift (for example a bonus item, products sold as sets, etc.) associated with the order also be included in the return.
6. Close the box and place the label on the outside of the package.
7. Drop your package at any Fedex location as soon as possible. Please be mindful that the return cannot be processed before the products arrives at the Distribution Center. **Helpful hint:** don't forget to ship your order back within 7 calendar days.
8. This damaged enquiry request will expire if it is not received in 30 calendar days. Once the item is received, we will resend you the new product.

When purchasing items from Yanbal Style Advisor with cash or check, please follow up directly with your Style Advisor. Unfortunately, our Customer Care team will not be able to assist you.

Yanbal USA: FAQs

Can I return something purchased with Merchandise Credit?

If you used Merchandise Credit when ordering, the credit will be applied back to your account. The amount will reflect the cost of the product you wish to return. The actual refund amount is subject to applied discounts and taxes. The original shipping will not be refunded.

Can I edit or update my order one I've submitted it?

If the order has not been processed, you are able to cancel the order and proceed with a new order if you choose to. Unfortunately, once an order has been processed, we are unable to update any of the order information or cancel it. This includes changing the ship to or bill to address, payment information or adding additional items to your order. Depending on the change you are looking to make, you may need to place a new order and return your initial order once you receive it.

When will I receive my refund?

As soon as we receive your returned items at our Distribution Center, we will gladly process your refund. Please allow 10 business days for your return shipment to arrive at our Distribution Center once you drop it in the mail. Once we process your return, you will see your refund payment after 10 business days depending on your issuing bank and/or billing cycle.

I purchased my items with cash or check and would like to return my items. How do I get refunded?

When purchasing items from a Yanbal Style Advisor with cash or check, please follow up directly with your Style Advisor. Unfortunately, our Customer Care team will not be able to assist you. For any refunds for orders placed directly on www.yanbal.com/us, please refer to the Returns and Damaged Orders Policy on our website.

Do we offer price adjustments?

Currently we do not offer price adjustments. Sale prices will be as marked, and no price adjustments will be made on previous purchases. All sale items are final sale.