

# Returns & Refund Policy

Thank you for shopping at Yuukke Marketplace. We are committed to ensuring that you have a seamless shopping experience. This Returns & Refund Policy outlines your rights and responsibilities when making a return.

## Eligibility for Return

Not all products listed on Yuukke Marketplace are eligible for return. Please refer to the individual product description for specific return information.

To be eligible for a return, the item must meet the following criteria:

- The item must be unused.
- The item must be in the original packaging.
- The item must be undamaged.
- Fall within the timeframe for return

Returns must be initiated within **three** days following the delivery of the item. After this period, the item will not be eligible for return.

## Return Process

To initiate a return, please follow these steps:

1. Go to the 'Return' tab on our website or contact our customer support at [support@yuukke.com](mailto:support@yuukke.com).
2. Provide your order details, list the items you wish to return, and state the reason for the return.

## Shipping Costs

Unless the return is due to an error on our part or the item is damaged, you will be responsible for covering the shipping costs for returning the item.

## Exchanges

We currently do not offer direct exchanges. You may initiate a return and, upon receiving the refund, place a new order for the desired item.

## **Damaged or Defective Items**

If you receive a damaged or defective item, please contact our customer support team immediately. Photographic evidence will be required to process the refund. In such cases, shipping costs will be covered by Yuukke Marketplace.

## **Inspection and Refund**

Upon receiving the returned item, our team will inspect it to ensure it meets the eligibility criteria. If approved, a refund will be issued to the original payment method used during the purchase.

## **Contact Information**

For further assistance regarding this Returns & Refund Policy, please contact our support team at [support@yuukke.com](mailto:support@yuukke.com).