

CANCELLATION, RETURN, REFUND, AND EXCHANGE POLICIES

Changed your mind or just not completely satisfied? No problem! You can cancel, return, exchange, get a refund or store credit. Please note the following exceptions to our policies.

CANCELLATIONS

All products ordered not processed/packed in our ordering system can be cancelled via e-mail or telephone for a full refund including shipping charge. If you plan to cancel your order, you must let us know within 24 hours of placing your order since we process orders as soon as we get them.

RETURNS

All products ordered can be returned as long as it is unused, in original packaging, bubble wrap, shrink wrap, and materials intact. Returned must be within 30 days of your purchase. We do not accept returns after 30 days. Only regular priced products may be returned. Sale products cannot be returned.

REFUNDS

Once your returned is received and inspected, we will send you an email notification (all products must be unused, in original packaging, bubble wrap, shrink wrap, and materials intact). 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 5 business days. Only regular priced items will be refunded. Rejected returns will be discarded. Please contact us immediately at marie@yotoandclaire.com for any unresolved refund issues.

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 immediately at marie@yotoandclaire.com.

EXCHANGE AND STORE CREDIT

All products ordered can be exchanged as long as it returned unused, in original packaging, bubble wrap, shrink wrap, and materials intact. Returned must be within 30 days of purchase. We cannot process exchange request after 30 days. We will also notify you of the approval or rejection of your exchange. Approved exchange will process within 5 business days. Store credit are issued immediately.

UNDELIVERABLE

All orders that are undeliverable/returned to sender (due to bad address or no one to receive the package) will be refunded within 5 business days minus shipping fee.