



Return/Exchange Form

Fill out Contact/Ship To Information

List items you are returning including reason for return. (See chart below)

ORDER # _____
 NAME _____
 ADDRESS _____
 CITY _____
 STATE _____ ZIP _____
 PHONE () _____
 E-MAIL _____

REASON	ITEM NUMBER	DESCRIPTION	COLOR	SIZE	QTY

REASON CODES:

FIT

No allowed to return

QUALITY

Please name the defects

SERVICE

Not allowed to return

OTHER

Please specify the reason

If, for any quality reason, you are not satisfied with your online purchase, we will accept returns and exchanges of unworn, unwashed merchandise within 30 days of purchase.

1. Please complete the return/exchange form, indicating how you would like us to handle your return.
2. Make the photos and clear definition the reason of return and contact us via sales@yanashop.uk.
3. After the written acceptance of the return please send the item by post to our address:
 D169, SOKAK NO 2, 1929 MEHTERCESME MAHALLESİ, ESENYURT, ISTANBUL, TURKEY
4. After we receive your item the return/exchange will take place.

All returned merchandise will be charged a \$50 return processing fee, which will be deducted from your merchandise credit or refund. We will waive the return processing fee for item(s) returned within 60 days for the following reasons:

- Damaged/defective merchandise
- Exchange orders

Shipping and handling charges are non-refundable, unless an error occurred on our part while shipping your order. Refunds for returned items will be issued in the original form of payment.

Additional information and exceptions:

The wedding dresses are not subject of return.

The custom made shoes are not subject of return.

Returned products must be in new condition and in the original packaging. We are unable to accept returns of assembled merchandise.

You are responsible for the return shipping charges.

Furniture is not subject of return, but subject of replace or repair.

For reasons due to consumer protection and health codes, certain personal care products are not able to be returned if they have been opened. If none of the security seals have been broken, the item may be returned.

International shipments:

We cannot offer merchandise returns on orders shipped internationally.

International orders must be exchanged only using the present form. Please contact Customer Service sales@yanashop.uk to process this form and to receive shipment documentation.

Claims sent without the appropriate documentation may not be considered.