

RETURNING A PRODUCT

WE OFFER A 30 DAY NO QUIBBLE FREE UK RETURNS POLICY.
THIS MEANS THAT YOU HAVE 30 DAYS FROM THE DATE OF RECEIPT TO RETURN YOUR ITEM(S) BACK TO US.

IF YOU WISH TO RETURN ANY ITEMS ORDERED FROM YOSHI.CO.UK PLEASE FOLLOW THESE STEPS:

1. PLEASE FILL IN THE BELOW BOX DETAILING THE ITEM(S) YOU ARE RETURNING ALONG WITH THE APPROPRIATE REASON CODE AND ANY EXTRA INFORMATION:

SKU	QTY	REASON CODE	EXTRA INFORMATION

REASON CODES:

A	NOT SUITABLE	D	NOT AS EXPECTED / DESCRIBED
B	TOO SMALL	E	FAULTY
C	TOO BIG	F	ORDERED MORE THAN ONE ITEM

2. VISIT THE BELOW LINK TO GET YOUR FREE PRE-PAID ROYAL MAIL RETURNS LABEL;

WWW.ROYALMAIL.COM/TRACK-MY-RETURN/CREATE/231

3. PRINT OFF THE ROYAL MAIL LABEL. IF YOU HAVE ANY ISSUES PRINTING THE LABEL, SIMPLY LET US KNOW AT **INFO@YOSHI.CO.UK**
4. RE-PACKAGE THE PARCEL WE SENT TO YOU INCLUDING THIS RETURNS FORM AND FIX THE ROYAL MAIL LABEL TO THE OUTSIDE OF THE PARCEL
5. VISIT ANY ROYAL MAIL POST OFFICE AND DROP THE PARCEL OFF MAKING SURE YOU KEEP A PROOF OF POSTAGE
6. ONCE WE RECEIVE YOUR RETURNED ITEM(S) WE WILL PROCESS THEM IMMEDIATELY AND ISSUE A REFUND. ALTHOUGH WE ISSUE REFUNDS IMMEDIATELY PLEASE ALLOW 28 DAYS FOR THE FUNDS TO APPEAR IN YOUR ACCOUNT
7. OUR FREE RETURNS IS FOR UK ORDERS ONLY. FOR OVERSEAS RETURNS YOU WILL BE RESPONSIBLE FOR THE POSTAGE OF THESE RETURNS UNLESS THE ITEM IS FAULTY. IF THIS IS THE CASE PLEASE CONTACT US AT **INFO@YOSHI.CO.UK** FIRST

- EXCHANGES -

1. UNFORTUNATELY WE DON'T OFFER EXCHANGES. IF YOU DO WANT TO EXCHANGE YOUR PRODUCT FOR ANOTHER ITEM YOU WILL HAVE TO RETURN YOUR ITEM FOR A REFUND AND THEN PLACE A NEW ORDER FOR THE ITEM YOU WANT IN EXCHANGE.

IF YOU HAVE ANY OTHER QUERIES REGARDING YOUR ORDER PLEASE EMAIL **INFO@YOSHI.CO.UK** OR USE OUR LIVE CHAT FEATURE WHICH YOU CAN FIND ON OUR WEBSITE AT:

WWW.YOSHI.CO.UK