

Return/Refund Instructions

Return Period: You can return any item within 14 (EMEA, UK, CHINA, ROW), 20 (US/CA), 30 (APAC), 14 (JP) calendar days from the order delivery date.

Return Form: It is not necessary to complete the online Return Form.

Return Shipping: Returns must be shipped from the same country in which the order was placed and items must be in the same condition they were received in, with all tags still attached.

Kindly note that in Australia, Japan, Singapore, Indonesia, ROW Countries (Turkey, Israel, South Africa, Ukraine, China), return labels are not provided and returns are at your own expense. If you are shipping your return from any other country, a pre-printed and pre-paid label is included in your parcel. Please prepare the package and attach the label to the order box (or any other solid, rigid carton box) over the original delivery label.

If you use our return service and the provided return label, you will be refunded in the event of theft or loss during delivery to our warehouse. Simply contact the courier to arrange a date and address for a pickup. If you are using our return label, the courier will collect the package wherever you wish (may vary according to the Country).

If you choose to use a different courier service, return shipping and any possible theft or loss during transit will be at your own expense and responsibility.

Warehouse Address (US/CA):

YNAP CORPORATION

C/O PLG

125 Delawanna Ave

07014 Clifton NJ

USA

Blank Return Invoice (i.e. Return Proforma Invoice, applicable for returns from Extra-UE countries that are sent to the warehouse in Italy): you can fill in the “return number”

section with the order number indicated in your order confirmation e-mail. Please ensure that you correctly indicate item values and total return amount on the invoice.

Lost Return Label: Please ask the courier to bring you a blank waybill when they collect your return or contact our Client Service to receive a new label.

Return Acceptance: Your return will be accepted within a maximum of 5 working days from the delivery date at our warehouse.

Refunds: A refund will only be issued for items that meet all return requirements. You will receive a Return Acceptance Confirmation e-mail when the process is complete. If your return does not meet the conditions, the package will be sent back to you and no refund will be issued.

Credit/Debit Card: Our bank will issue a reimbursement within 7 business days of the Return Acceptance Confirmation e-mail. After this period, the time it takes to restore the credit back to your account depends on your Credit Card Issuer.

PAYPAL You will see the refund on your PayPal account within 24 hours of the Return Confirmation e-mail.

CASH ON DELIVERY You will see the refund on your account within 10 business days of the Return Confirmation e-mail.

Slice It: Refunds are usually processed by Klarna within 5 working days upon acceptance of the returned goods at our warehouse. In exceptional cases, it may take up to 14 days. For more information, visit klarna.com.

For any further questions or inquiries, please contact our **Client Service**, who will be happy to assist you.