

All Sales Are Final / Refund Policy

Return Policy

All sales are final. We accept returns for refund or exchange, for items damaged in transit.

Refunds and Exchanges

- To be eligible for a refund or exchange, you must first contact us within 7 days of receiving the item(s) to alert us of the damage.
- Return the damaged item to us. Upon receipt of the damaged item we will ship out a replacement, if available. If a replacement is not available we will refund the full purchase price of your item.
- To complete your return, we require a receipt or proof of purchase (Order#).

Non-returnable items:

- Gift cards
- On Sale item(s)

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your replacement or refund will be processed, and a credit will automatically be applied to your credit card, original method of payment or in your YOYA digital "Wallet" account, within 7 business days.

Late or missing refunds (if applicable)

- 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 yet, please contact us.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are damaged. If you need to exchange it for the same item, contact us and return your item to us.

Gifts

If the item was marked as a gift when purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift certificate will be mailed to you.

If the item wasn't marked as a gift when purchased, or the gift giver had the order shipped to themselves to give to you later, we will send a refund to the gift giver.

Shipping

To return your product, you should contact us prior to shipping the item.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over PHP 6000.00, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.

Lost or Stolen Packages

YOYA (shopyoya.com) is not responsible for lost or stolen packages confirmed to be delivered to the address entered for an order. Upon inquiry, YOYA (shopyoya.com) will confirm delivery to the address provided, date of delivery, tracking information and shipping carrier information for the customer to investigate.