

Frequently Asked Questions



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Quick answers about ordering, delivery, returns and selling on Yuumi. If you can't find what you're looking for, contact us at info@yuumi.shop.

ORDERING

1. How do I place an order?

Browse our categories, add the items you want to your cart, and proceed to checkout. Shipping costs are calculated at checkout and shown before you confirm your order.

2. Can I change my order after placing it?

Yes. You can modify your order within 1 hour of placing it by contacting our customer service at info@yuumi.shop.

3. Who sells the products on Yuumi?

Yuumi is a marketplace where independent sellers list their products. Each purchase is a transaction between you and the seller. Yuumi does not hold inventory or sell products directly; we provide the platform, secure payment methods and customer support.

SHIPPING & DELIVERY

4. What are the shipping options?

We offer:

- **Standard Shipping:** our most economical option, with an estimated delivery time of 2 to 3 business days after pickup by the courier.
- **Expedited Shipping:** faster delivery, with an estimated delivery time of 1 business day after pickup by the courier.
- **Free Standard Shipping:** may be offered on certain orders or above a minimum purchase amount. Please check the website for current promotions.

Available options and costs vary by item and delivery location, and the cost is shown at checkout before you confirm your order.

5. How long does it take to process my order?

We aim to process orders within 1 to 2 business days of order confirmation. You will receive a message once your order has shipped.

6. How can I track my shipment?

When your order ships, you will receive a shipment notification with the estimated delivery time, and an email with a tracking number. You can also follow the progress of each package under your order history.

7. Do you deliver outside Bahrain?

Not at this time. We are currently unable to ship to international destinations, and we hope to offer it in the future.

8. Can I have my order delivered to a P.O. box?

No. Please provide a physical delivery address and double-check it before placing your order. We are not responsible for delays or mis-deliveries caused by incorrect or incomplete address information. Some sellers may also restrict delivery to certain locations, so please check the product listing.

9. My order hasn't arrived. What should I do?

Delivery times are estimates and can be affected by traffic, weather and other external factors. If your package has not been delivered, or the tracking shows it as delivered but you have not received it, please contact our customer service immediately and within 7 days of the order date.

For more details, see our [Shipping Policy](#).

RETURNS & REFUNDS

10. What is the return policy?

Most new, unopened and unused items can be returned within 14 days of receipt for a refund. Items must be returned in their original condition with all tags and labels attached. Items returned after this period are not eligible for a refund.

11. Which items can't be returned?

- Perishable goods such as food and beverages
- Digital products such as software, downloads and e-books
- Custom-made or personalized items
- Gift cards and gift certificates
- Personal care items that come into direct contact with the body, such as cosmetics, toiletries and intimate apparel
- Software that has been opened or unsealed
- Hazardous materials
- Items marked "Final Sale" or "No Returns"

12. How do I start a return?

1. Log in to your Yuumi account on yuumi.shop or in the app and open the "Return & Refund" section.
2. Click "Request New Return & Refund" and select the order.
3. Choose the product(s) and quantity, select the "Resolution type" and "Reason", then click "Create Return & Refund".
4. In the pop-up, select the product delivery status and package condition, and upload a photo of the product.
5. Once Yuumi approves your request, click "Print Shipping Label" and send the item back within 7 days of submitting your request.
6. You can follow the status of your return from your account or order history.

13. Who pays for return shipping?

You do, unless the item is defective or damaged. Return shipping typically takes 1 to 3 business days within the Kingdom of Bahrain. Original shipping costs are non-refundable unless the item is defective or damaged.

14. When will I receive my refund?

We process your refund once we receive the item and it passes quality inspection. Refunds to your original payment method are credited within 5 business days, although your bank may take up to 30 days to show it. You can also choose to receive your refund as Yuumi credits, added directly to your Yuumi wallet. Yuumi credits cannot be redeemed for cash and can only be used for purchases on Yuumi. If a returned item is used, damaged, missing parts or accessories, or damaged by improper packaging during return shipping, the refund may be reduced.

15. Can I exchange an item?

We do not currently offer direct exchanges. To get a different item, return the original item and place a new order.

16. Do items come with a warranty?

Some items come with a manufacturer's warranty. Please refer to the warranty information included with your purchase.

For more details, see our [Return and Refund Policy](#).

ACCOUNT & PRIVACY

17. How do I create an account?

Click the "Register" button at the top of the page, fill in your details, and create your account.

18. I forgot my password. What should I do?

Click "Forgot Password" on the login page and follow the instructions to reset your password.

19. How does Yuumi use my personal information?

We collect only the data we need to provide and improve our services. We do not sell, rent or trade your personal or financial information. We share only what is necessary with partners who help process your order, such as payment processors, or when we are required to do so by law.

20. Can I access, correct or delete my data?

Yes. You have the right to access and correct your personal information, and you can request deletion of your data, subject to certain exceptions. Please contact our customer service to make a request. For more details, see our [Privacy Policy](#).

SELLING ON YUUMI

21. How do I become a seller?

1. Go to yuumi.shop/marketplace and enter your first name, last name, email, shop URL (your store name on Yuumi) and password.
2. Accept the Terms and Conditions and click "Register".

3. Confirm your account using the link in the email we send you.
4. Our team will contact you by email to request the information required by the laws of the Kingdom of Bahrain.
5. Once your information is reviewed and verified, you will receive an approval email and can start uploading your products.
6. If your account is not approved within 48 hours, please contact us at info@yuumi.shop. A step-by-step walkthrough is available in our [Seller Registration Guide](#).

22. Does it cost anything to sell on Yuumi?

Signing up is free. Yuumi may charge service fees for using the platform, and any fees will be clearly disclosed.

23. What can't I sell on Yuumi?

Prohibited items include hazardous materials, illegal goods (such as weapons, drugs and tobacco or vaping products), counterfeit goods, deceptive or misleading products, products that pose health or safety risks, live animals, and food items with a short shelf life. Age-restricted products are only allowed with a verified age-verification system in place. Selling prohibited items may result in removal of your listings and suspension or termination of your seller account.

See the full [Prohibited Products and Services](#) list.

24. What standards do sellers need to follow?

Sellers must keep product descriptions, prices and availability accurate, and follow our [Code of Conduct](#) and [Terms of Service](#). You can learn more on our [Sell on Yuumi](#) page.

Still need help? Contact our customer service at info@yuumi.shop.