

Return and Refund Policy



Last Updated: [Oct-2026]

We want you to be happy with your purchase! If for any reason you are not satisfied, we offer returns and refunds within [14] days of purchase.

Eligible Items for Return

- Most new, unopened, and unused items purchased from Yuumi are eligible for return within [14] days of purchase.
- We do not accept returns for items that have been used, damaged, or altered. Additionally, returns must be made within [14] days of receipt. Items returned after this period will not be eligible for a refund. Please ensure that items are returned in their original condition with all tags and labels attached.
- Due to the nature of these items, we cannot accept returns for the following:
 - **Perishable Goods:** Food items, beverages, and other perishable products.
 - **Digital Products:** Software, digital downloads, e-books, and other digital content.
 - **Custom-Made Items:** Products that are customized or personalized to your specific requirements.
 - **Gift Cards:** Gift cards and gift certificates are non-refundable.
 - **Personal Care Items:** Items that come into direct contact with the body, such as cosmetics, toiletries, and intimate apparel.
 - **Sealed Software:** Software that has been opened or unsealed.
 - **Hazardous Materials:** Items that are flammable, explosive, or pose a health or safety risk.
 - **Sale Items:** Items marked as "Final Sale" or "No Returns" cannot be returned.

Please inspect all items upon receipt. If you are not satisfied with your purchase, please contact our customer service team within [14] days of receipt for assistance.

How to Make a Return

1. Go to your Yuumi account on www.yuumi.shop or on the app to request a refund.
2. Navigate to the "Return & Refund" section and create a new Return Merchandise Authorization by clicking on the 'Request New Return & Refund' button. In this section, you can see all the Return & Refund created.
3. In the New Return & Refund Form, select the order for which the Return & Refund request needs to be created.

4. Select the product(s) and the return quantity.
5. Select the 'Resolution type' and 'Reason' for creating the Return & Refund request then click on the 'Create Return & Refund' button.
6. Clicking on the 'Create Return & Refund' button will open a pop-up where you need to enter a few details.
7. Select 'Product Delivery Status' and 'Package Condition' if the Delivered option is selected.
8. Attach and upload an image of the product with the Return & Refund request.
9. The 'Print Shipping Label' button will be visible only after the admin approves the Return & Refund request for exchange. You can then print the shipping label for returning the item.
10. You are responsible for the cost of return shipping unless the item is defective or damaged.

If an item is eligible for a return and refund, you may return it within the return window. You must send your return package back within [7] days of submitting your return request. You cannot return items after the return window has closed.

Please make sure that you do NOT accidentally include any items in your return package that you do not wish to return. If you have accidentally included a wrong item, please contact Customer Service. We cannot promise that wrong items will be found and returned and we do not store or provide refunds for such items.

Tracking Your Return

Once you've initiated a return, you can track its progress using the following methods:

- Check Your Order Status: Log in to your account on our website and go to your order history. You should be able to see the status of your return there.
- Tracking Number: If we provide you with a tracking number, you can use it to track your return shipment on the carrier's website.

Return Shipping

Return shipping typically takes [1] to [3] business days in the Kingdom of Bahrain. Please note that this is an estimate, and actual return times may vary depending on your location and the carrier's services.

Please note: Return tracking information may take some time to update after you've shipped the item back. If you have any concerns about the status of your return, please contact our customer support team.

Return Processing and Refunds

- Shipping costs are non-refundable unless the item is defective or damaged.

- We will process your return as soon as we receive it. If you are eligible for a refund, the funds will be credited to your original payment method within [5] business days.
- If you choose to accept the refund as Yuumi credits, the refund will be processed directly to your Yuumi account balance. You can use your Yuumi account balance for future purchases on our platform. The Yuumi credits cannot be redeemed for cash and can only be used for purchases on Yuumi.
- For refunds to the original payment method, the processing time may vary depending on the issuer or bank and can take up to [30] days to be credited to your account. Please contact your financial institution for more information on the expected refund timeline.
- For refunds of the returned items, we will process your refunds after we receive the items and they pass quality inspection.
- Please note that if the returned item is used, damaged, missing parts/accessories, or was damaged due to improper packaging during return shipping, the refund will be reduced to compensate for the lost value of the item.

Exchanges

We currently do not offer direct exchanges. If you wish to receive a different item, you can return your original item and place a new order.

Warranty

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

Modifications

You can review the most current version of the Return and Refund Policy at any time on this page. We reserve the right, at our sole discretion, to update, change or replace any part of this policy by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website or the service following the posting of any changes to this policy constitutes acceptance of those changes.

Contact Us

If you have any questions regarding our return or refund policy, please contact us at info@yuumi.shop