



**tergel**  
YAKSHMERE

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## International Return Policy

We strive to ensure that you are completely satisfied with your purchase. However, if you wish to return an item, please review the following policy:

### 1. Eligibility for Returns:

- Items must be returned within 14 days of delivery.
- The product must be unused, in its original condition, and include all original packaging, tags, and accessories.
- Custom or personalized items, clearance items, and perishable goods are not eligible for return.

### 2. Return Process:

- Contact our customer service team to initiate the return process. We will provide detailed instructions and a return authorization number.
- Returns without prior authorization may not be accepted.

### 3. Return Shipping Costs:

- The customer is responsible for all return shipping costs, including duties, taxes, and other fees incurred during the return process.
- We recommend using a trackable shipping method to ensure the safe return of your item.

### 4. Refunds:

- Refunds will be issued once the returned item is received and inspected.
- Original shipping fees, duties, and taxes are non-refundable.
- Refunds will be processed using the original payment method and may take up to 10 business days to appear in your account.

### 5. Exchanges:

- Exchanges are not available for international orders. If you need a different product, please initiate a return for the original item and place a new order.

### 6. Damaged or Defective Items:

- If your item arrives damaged or defective, please contact us within 7 days of delivery. Provide photos of the issue, and we will work with you to resolve the matter promptly.

By placing an international order, you agree to this return policy. For questions or assistance, feel free to contact our customer support team.