

YOGI SOLE

EXCHANGE POLICY

1. EXCHANGE PHILOSOPHY

At Yogi Sole, we hold our handcrafted footwear to the highest standards of quality, precision, and design. We recognize that acquiring the perfect fit is essential. We gladly facilitate exchanges strictly in the event that a wrong size was selected, an incorrect item was dispatched, or a product arrives with a manufacturing defect.

2. THE 15-DAY WINDOW

We operate on a 15-day exchange timeframe. Your request must be initiated, and the process commenced, within 15 days from the original date of delivery.

3. ELIGIBILITY & CONDITIONS

To ensure your item is eligible for an exchange, the following conditions must be met without exception:

- **Pristine Condition:** All items must be returned in their original condition, unworn, unwashed, and entirely unaltered.
- **Original Packaging:** The item must be returned with all original price tags, labels, packaging, accessories, and any included freebies fully intact.
- **Sole Protection:** To protect the soles while deciding whether to keep your footwear, we strictly request that you try them on indoors on a clean, carpeted surface.

4. EXCEPTIONS

- **Sale Items:** Items purchased during a sale or promotional event are considered final sale and are not eligible for exchange.
- **Handcrafted Nature:** Due to variations in monitor calibrations and studio lighting, slight differences in the exact color or texture of the final product may occur. This is natural for handcrafted items and does not constitute a valid reason for exchange.

5. EXCHANGE PROCEDURE

We have engineered our exchange process to be entirely seamless for our clients. You do not need to visit a courier office to dispatch the item.

- **Initiate Request:** Contact our client services team within 2 to 3 days of delivery. Please share clear images of the product and your order details.
- **Hassle-Free Collection:** Once your exchange is authorized, our team will generate an exchange order via our logistics partner, Postex.
- **Doorstep Replacement:** Postex will arrive at your address to collect the original item and, simultaneously, deliver your replacement pair.

6. CONTACT US

To initiate a request, please connect with us through any of the following channels:

- Instagram: @yogisole.pk
- Email: hello@yogisole.com
- Phone: 051-111-YOGISOLE (123-456)

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