

YOGI SOLE

RETURN POLICY

1. RETURN OVERVIEW & NO REFUND POLICY

At Yogi Sole, we meticulously inspect every handcrafted pair before it reaches you. We do accept returns; however, please be advised that Yogi Sole operates under a strict **No Refund** policy. All authorized returns are processed exclusively for the purpose of an exchange.

2. THE 15-DAY WINDOW

We accommodate return requests within a 15-day timeframe. To be eligible, you must initiate your return and have the product collected within 15 days from the original date of delivery.

3. CONDITION OF RETURNED ITEMS

To uphold the premium quality of our inventory, all returned items must adhere to the following standards:

- **Unworn & Unaltered:** Footwear must be in its original, pristine condition.
- **Original Packaging:** Items must be returned with all original tags, labels, packaging, accessories, and any free gifts completely intact.
- **Sole Protection:** We kindly request that you try on your sandals indoors on a clean, carpeted surface to prevent any scuffing or damage to the soles.

4. HOW TO RETURN (DOORSTEP COLLECTION)

We have partnered with Postex to ensure returning your item is a completely frictionless experience. You are not required to visit a courier branch or arrange your own shipping.

- **Step 1 - Contact Us:** Reach out to our client services team within 2 to 3 days of receiving your order. Please provide your order details and clear images of the footwear.
- **Step 2 - Authorization:** Once your return is approved, our team will internally generate a return pickup order via Postex.

- **Step 3 - Collection:** A Postex representative will arrive directly at your address to securely collect the returned parcel.

5. CONTACT INFORMATION

To initiate a return request, please connect with us via:

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

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