

# POLICIES

## REFUNDS AND RETURNS POLICY



YAYmates.com

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [info@nocollective.co.uk](mailto:info@nocollective.co.uk). If your return is accepted, we'll send you instructions on where to send your package. Items sent back to us without first requesting a return will not be accepted. Unfortunately, as this is a not-for profit store we will not be able to pay for return postage.

You can always contact us for any return question at [info@nocollective.co.uk](mailto:info@nocollective.co.uk).

### **Damages and issues**

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

### **Exceptions / non-returnable items**

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), custom products (such as special orders or personalized items), and personal care goods (such as beauty products). We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item. Unfortunately, we cannot accept returns on sale items or gift cards.

### **Exchanges**

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

### **Refunds**

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

## SHIPPING POLICY

### **Market Shipping Policy**

Items will be shipped directly by the artists / creatives that have made them to you via Royal Mail. The NO Collective shop administrator will do their best to organise a quick delivery, however due to the nature of collective selling and unique products do not have direct control over dispatch. Please allow 7-10 working days to receive items if you live in the UK, as a standard - however if you have ordered an item that is stated to take longer to produce in the sales information when ordering, this advertised timeframe overrides the 7- 10 working days. Please write a note in the order if you are hoping to receive the item by a certain date and we will advise our artist sender to aim for this date (however delivery by this date will not be guaranteed).

If you have ordered a commission or service you will be redirected directly to the artist who will discuss your needs and the timeframe that this service / product will arrive with you.