

Oddly Yin Refund Policy

Thank you shopping with us. We hope you have had a satisfying experience purchasing an Oddly Yin product. In case, this has not met up to your expectations, we are here to help you.

The Oddly Yin product that you have purchased has a 5-day exchange policy (5 calendar days) after the product has been delivered to you. We will exchange the product only once without any added costs. If there is a sizing issue, please be aware that a measurement tolerance of ± 0.5 inches is standard for apparel products and is not eligible for returns or refunds.

To be eligible for an exchange,

1. To begin the exchange, start by contacting us first at oddlyyin@gmail.com.
2. Your Oddly Yin product must be in the same condition as you have received them – unused and with original tags with their original packaging.
3. You must have the receipt or proof of purchase. Send us photos of the product you want exchanged with original packaging, plus a video of product being removed from its packaging.
4. If your exchange is accepted, the courier will pick up the product with original tags and original packaging.
5. You will have to pay reshipping charge.
6. If you do not request an exchange at first, on receiving the product, at oddlyyin@gmail.com, the returned product for exchange will not be accepted.

In case of damage and related issues:

1. Please inspect your product on delivery and contact us immediately if item is damaged or defective, or if you have received the wrong product instead of your order placed.
2. You must have the receipt or proof of purchase. Send us photos of the product you want exchanged with original packaging, plus a video of product being removed from its packaging.
3. We will be unable to assist you if you do not send photos of the product and a video of product being unboxed from its packaging.

Refunds:

1. We will let you know if refund is approved on receiving and inspecting your returned product and evaluating the cause of returned product. In case refund is approved, the money will be automatically refunded on your original payment method within 10-15 business days. Please remember that it will take that many days for payment gateways and all banks involved to process your refund.

In case of any issue with returns or refunds, contact us at oddlyyin@gmail.com.