

RETURNS FORM

Dear Customer,

Thank you for shopping at Yepme.com. We hope you had a good experience with us. In an unlikely event, if you feel like returning the product, please follow few easy steps mentioned below and we will ensure your concern is addressed. If you have any further questions please refer to: <http://www.yepme.com/FAQ1.aspx>.

Send it yourself

Please follow the steps mentioned below and send back the product to us along with this form to process your request. On receiving the items in our warehouse we will perform a quick Quality Check. After a successful quality check we will send a coupon of Rs150 on your registered email/mobile number as a reimbursement of courier charges for future purchase.

Step 1. Place an online return request for Refund/Replacement

- Go to <http://www.yepme.com/AddComplaint.aspx> and select "Already Placed Order".
- Fill in your **Order No.** and **registered mobile no.** with Yepme and select the reason of return and follow the on-screen instructions.
- Once your return request has been created, you will receive a complaint id.

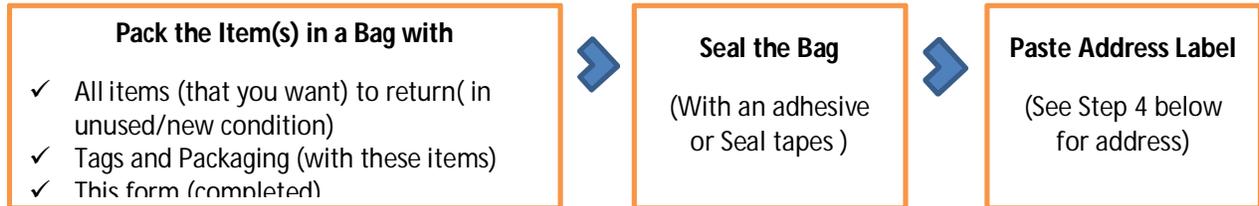
Step 2. Fill your order number and complaint id (created in step 1 above) below:

Order Number							
<input type="text"/>							

****Mandatory****

Complaint Id						
<input type="text"/>						

****Mandatory****

Step3. Prepare your return package**Step 4. Courier/Ship the Package**

Please courier your return package to the below mentioned address:

'Growthways Trading Pvt Ltd, K-618, Rangpuri Ext. A-Block, Near Tata Telco bus service station, New Delhi-110037

Request you to send the **AWB number and courier name on refund@yepme.com** for faster processing of your complaint Also retain your courier slip until we notify you that we've received your return package.

NOTE: In case we don't receive your product within 14 days from the date of registering complaint for refund/replacement, your request would be cancelled.

Bank Details required for refund of COD Orders:

If you are seeking refund against a COD Order, kindly fill in your NEFT details carefully in the respective fields while registering complaint through **Add Complaint Module** on Yepme.com. Alternatively, you may also email the NEFT details in the below format along with your Order Id and Complaint Id to refund@yepme.com:

Account Holder Name:

Account Number: (Please prefix 0 if present in the account number)

Bank Name:

Branch Name:

IFSC:

Order Id:

Complaint Id:

Note: Please rest assured about the privacy of your bank details as we strive to keep your information confidential. Also, kindly do not share your Debit/Credit Card details including PIN and/or CVV as no one in Yepme will ever ask for these details.

Yepme Refund/Replacement Policy:

For a quick reference, below is a brief description of our Refund/Replacement Policy. For detailed understanding please visit: <http://www.yepme.com/FAQ1.aspx#Replacement & Refund Policy>

Conditions under which Refund/Replacement will be provided:

In case of the following scenarios you are liable to get a full refund of money (**except any intimate product including Lingerie's**):

- We have shipped a wrong product that is not matching with your order.
- There is a manufacturing defect in the product ordered by you.
- The merchandise got damaged during transit, and we are not able to provide you with a replacement.
- You have thirty days (from the delivery date) to make up your mind and intimate us that you wish to claim for a refund as per Yepme.com's return policy.
- Refund/ replacement for goods/ merchandise is subject to inspection and checking of partners product.
- Damages due to neglect, improper usage or application will not be covered under our Returns Policy.

Refund/Replacement resolution timelines:

For an eligible product - Once the returned item is received at our warehouse, it undergoes a Quality Check. Typically the refund/replacement process is initiated within 2 days of Quality Check.

Expected refund resolution timeline is 14-21 days post Quality Check.

Expected replacement resolution timeline is 5-7 days post Quality Check.

Reimbursement of courier charges:

As per our return policy we request you to send the product through speed post in a saleable condition. Once your product is returned and Quality Check is done for the received product, your shipping charges would be reimbursed in terms of Coupon Code. It will be sent via email and SMS to your registered email address and mobile number respectively for your future shopping @ Yepme. The Coupon Code would be worth Rs. 150 and you will be able to avail it in 90 days for full value in one transaction.