

Shipping & Returns

Order and Shipping Confirmation

You will receive an email confirmation once your order has been successfully placed-it will include your order number and shipping method. Please make sure your shipping address is correct, as we are unable to redirect goods once they are on route to you.

Orders can take up to 2 business days to be processed and shipped. Once your order is prepared for shipment you will receive a shipping confirmation email.

Where We Ship

We currently ship to the United Kingdom only. We do not ship to PO Boxes. We are working on expanding to other European countries soon. Thank you so much for your patience as we expand our international presence.

Shipping Costs

Standard shipping (1 to 3 business day transit) on all orders less than £50 before taxes and shipping is £1.90 and free for all orders of £50 or more before taxes and shipping. Please note that order processing may take up to 2 business days after the order is placed for standard shipping.

Taxes

All prices listed for the United Kingdom are inclusive of VAT, meaning that taxes are calculated and collected as part of the displayed product price and no additional taxes are assessed at checkout.

Return Policy

Returns on items eligible for returns are accepted within 30 days of receipt. Items must be returned unopened/unused, with tags, in their original packaging.

To return any item follow the directions below:

1. Please email info@yoophealth.com with order number to initiate a return. We can then email you a pre-paid return shipping label along with the required necessary return commercial invoice.
2. Return shipping fee £1.91 – £3.90 will be made clear by email: info@yoophealth.com
3. Please note that refunds are issued in the currency the order was originally placed in regardless of fluctuations in exchange rate. In the case of a discrepancy between the original charge and the refund, please contact us at info@yoophealth.com and we will be happy to issue you a store credit in the amount of the difference, less any shipping charges.
4. Upon receipt of your return, we will confirm your refund via email. Please note that taxes will be refunded along with the items you sent back, however, duties will not be refunded.

If you have any further questions, please email info@yoophealth.com.

Late Returns

Any item returned after 30 days of receipt is not eligible for refund.

Items Not Eligible for Return

Please note that we do not accept returns of intimate apparel, earrings, any personalized or custom-made products, final sale merchandise, or products that are specified as non-returnable in its description, unless they are faulty. Any exceptions to this policy will be listed under product details on the product page. Returns are not allowed on any pop-up shop purchases.

Exchanges

We do not accept exchanges, as items may sell out while the requested exchange is returned and processed. We encourage you to communicate with us by email: info@yoophealth.com for appropriate steps to purchase the correct item in a new order.

Receiving a Refund

A refund will be issued once we have received your returned items. Any items that are damaged when we receive them are not eligible for refund. Refunds do not include any shipping or handling charges, except in the case of faulty or damaged items. Your refund will be credited to the original form of payment used for the original transaction and will be

in the amount of the product price less the return label fee if applicable. Any duties paid for orders shipped to France, Germany, Italy, Spain or Portugal will NOT be refunded. Please note that credit card refunds may take up to 10 business days for your bank to complete, depending on their processing times. This can vary greatly between credit card issuers.