



Cancellation

1) Yiruba reserves the rights to cancel any orders if the product is not available for any reasons. We will notify you if that is the case and return any payment that you have made. Refund will be credited into your credit card or bank account depending on the period of time your financial institution required to arrange for the refund.

2) You are not allowed to cancel the order once an order confirmation email is issued and/or the parcel has been collected by courier rider.

Return / Refund

3) Condition of Returning Item

To enjoy a hassle-free experience when returning the Item, Buyer should ensure that the Item, including any complimentary items such as accessories that come with the Item, must be returned to Seller in the condition received by Buyer on delivery. We will recommend Buyer to take a photo of the Item upon receipt.

4) Exchange of the product or refund for the product can be arranged for the following reasons:

- If the products delivered is in damaged or defective condition; or
- If the products are near expiry or expired; or
- If the product is different from the order delivered. Products for return or refund shall be returned in its original condition, quantity and packing as it first delivered to customer together with proof of purchase.
- You contacted our customer service to report on the products within 3 days of receiving the goods.

5) Products/Items that are classified under medical devices, disposable items, one time used items are strictly not exchangeable or returnable for hygienic purposes.

6) Promotion/Sale items and purchases made with discount coupons are non-refundable nor exchangeable.