

YIE KIM

ONLINE RETURNS & EXCHANGE FORM

This form must be sent back to YIE KIM with any item returned

SS2020 Bespoke Return & Exchange Service

I, hereby, understand and accept SS2020 Collection is a Bespoke service, hence no refund, cancellation, or exchanges will be accepted after the order is placed unless the product is faulty. YIE KIM is not liable for any damages that are not from our production.

You may return or exchange (when available) your YIE KIM Online Store purchase, only if the product is faulty.

Returns or exchanges will only be accepted with proof of purchase on items within 15 days from the date of shipment. Returns are subject to adherence to our Returns and Exchange policy detailed on our website.

ONLINE RETURN & EXCHANGE STEPS

1. Contact YIE KIM Online Store via email at contact@yiekim.com and request a Return Number Or Exchange Number or Both. including the picture evidence of faulty products. Please include the original order number in the email.

2. Insert your Return Number Or Exchange Number

3. Insert your name

4. Insert your email, street address and phone number

5. Print this form. Pack your return in secure packaging as original condition. Please include this form, your item(s) with all packaging and ship to us.

SEND YOUR RETURN OR EXCHANGE

Use an express postal service to ensure your item is received within the accepted timeframe. State on the outside of your parcel that this is a 'return to shipper' and note the original tracking number.

FOR EXCHANGE

Please be aware that we might need another two to three weeks to replace the item.

Send your return to:
MILANO CONFEZIONI DI OLGA BALTMANE (ATTN: YIE KIM)
VIA ZURETTI 37, MILANO 20125 ITALY

YIE KIM

IMPORTANT

Items must be returned within 15 days from the date of shipment. YIE KIM is not responsible for any damages incurred after unpackaging on arrival. Items returned outside this period will not be accepted. Items must be in original condition and must not have been worn, altered or washed. All tags must remain in place. Every garment shipped has a tag attached reading "Once this tag is removed, this garment cannot be returned". Once this tag has been removed, the garment is no longer returnable. We strongly suggest all items are tried on as soon as they are received. Returns must only be sent to the above address to be processed. Allow 10 working days after receipt of goods for returns to be processed.