

Yogi Ashokananda Foundation

Shipping & Exchange

Policy

Shipping

What are the shipping charges?

Standard shipping charges to other countries are mentioned below.

Country	Shipping Cost
India	INR 2000
USA	USD 50
Canada	CAD 57
United Kingdom	GBP 40
Australia	AUD 47
Europe	EUR 50
All Other Countries	INR 5000

Do the shipping charges vary on the number of items purchased/weight of the order?

All shipping charges are FLAT irrespective of the order size and weight.

How long will it take for my order to reach me?

We ship your order within 48 business hours of payment receipt, and it will be delivered within 1-3 business days. In some cases, it may take longer, depending on your location.

Delivery of Luxe and customized styles may take 7-25* business days due to the workmanship of the

What delivery methods do you use?

We use leading courier companies such as Bluedart, OnlineXpress, Xpressbees, Ecom Express, Delhivery & DTCT for shipments in India. All international orders are sent through DHL and FedEx.



How do international duties and taxes work?

Customs or import duties are charged once the parcel reaches its destination country and solely depend on the customs rules at that point in time. These charges must be paid by the recipient of the parcel. Unfortunately, we have no control over these charges and will not be able to define the cost as it varies from country to country.

What should be done if my package has been opened or tampered with?

If your package has been opened or tampered with, we request you to not accept the shipment and immediately inform our support team at yafcharity@gmail.com with Subject Line "Package Received Issue". Reporting after 24 hours of the attempted delivery, will not be considered.

Exchange

What is exchange policy? How does it work?

Yogi Ashokananda Foundations' 7 days return and exchange policy gives you an option to return or exchange items purchased from the Yogi Ashokananda Foundation website for any reason within 7 days of receipt of the item. We accept returns on used products with original condition, tags and packaging only.

All exchanges are subject to stock availability. Please note that we only offer size exchanges. If you wish to exchange your item for an alternate product, we suggest that you return it to obtain store credit and purchase the new item separately.

The following EXCEPTIONS and RULES apply to our 7 days Return & Exchange Policy:

1. Any customized items are not eligible for returns.
2. All items to be returned or exchanged must be unused and should be in their original condition with all tags and packaging intact.
3. We only accept returns for products purchased directly from Yogi Ashokananda Foundation website, mobile site, or app. Any return request for products purchased from our indirect online and offline distributors will be declined by us.
4. The exchange policy allows for only same product exchanges.
5. If you self-ship your return/exchange, pack the items securely to prevent any loss or damage during transit. For all self-shipped returns, we recommend you use a reliable courier service.
6. Allow 24 hours post-delivery of your order for our acceptance of product return, you will receive confirmation via email or in order app.



7. If you self-ship any product without officially informing us through our return/exchange process, we will not process the return

Which products are not eligible for return and exchange?

Any customized items are not eligible for returns.

How do I return products?

You can return products purchased from Yogi Ashokananda Foundation within 7 days of receiving the product. Follow these steps -

1. Send an email to yafcharity@gmail.com detailing the item(s) being returned and identify as "refund". Include initial order request in email. If order application is online, you follow the return order in the application, instead of sending email.
2. All refunds shall be processed in the form of credits.
3. The product(s) must be unused, unwashed and all the tags should be intact.
4. You must organize the delivery of the item to be returned. Self-ship the product(s) to us by any reliable courier service within 7 days of raising a return request. Pack the product(s) and ensure that it is unused, unwashed and all the tags are intact. Please do mention the Order No. and Return ID (if available) on a piece of paper and place it in the packet. Kindly address the package to the following address -

Yogi Ashokananda Foundation.
583/5 Maduravaniyam Road
Paliapattu 606704
Tiruvannamalai, Tamil Nadu

5. Share the courier details with us on yafcharity@gmail.com Any product self-shipped after 7 days of raising a return request will not be considered.
6. We will send you a confirmation email as soon as we receive the shipment at our warehouse

How do I place an exchange request?

If you want to exchange products purchased from Yogi Ashokananda Foundation, please follow the below-mentioned steps:

1. identify as "exchange". Include initial order request in email. If order application is online, you follow the return order in the application, instead of sending email.
2. Identify what you want to exchange the product for as the replacement.
3. The product(s) for exchange must be unused, unwashed and all the tags should be intact.



4. You must organize the delivery of the item to be exchanged. Self-ship the product(s) to us by any reliable courier service within 7 days of raising a exchange request. Pack the product(s) and ensure that it is unused, unwashed and all the tags are intact. Please do mention the Order No. and Exchange ID (if available) on a piece of paper and place it in the packet. Kindly address the package to the following address -

Yogi Ashokananda Foundation.
583/5 Maduravaniyam Road
Paliapattu 606704
Tiruvannamalai, Tamil Nadu

5. We initiate the exchange process in 24-48 hours of receipt of the product from you.

6. If the item is not available, we will contact you to convert your return into a credit

7. If the exchanged product does not meet your requirement, we will not provide a further exchange. You may self-ship the exchange back to us, and we will process a credit

I have received a credit how do I redeem when placing an order?

Please contact us directly on yafcharity@gmail.com to utilise a credit, until we have an automated system in production for you to initiate the credit on your order.