

## **Orders and Delivery**

### **How can I place an order?**

To place an order, simply browse our website, add your desired items to the cart, and proceed to checkout.

### **What payment methods do you accept?**

We accept major credit cards, debit cards, and PayPal for secure and convenient transactions.

### **Do you ship internationally?**

Currently, we only ship within the UK.

### **How can I track my order?**

Once your order is dispatched, you'll receive a tracking number via email. You can track your order on our website.

### **What is the estimated delivery time?**

Delivery times vary, but standard delivery is typically within 3-5 business days. Please check our shipping page for more details.

### **Can I change my delivery address after placing an order?**

Unfortunately, we cannot change the delivery address once the order is placed. Please double-check your details during checkout.

### **Can I cancel or modify my order after it's placed?**

Unfortunately, we cannot guarantee order modifications once placed. Contact our customer service team immediately for assistance, and we'll do our best to help.

## **Returns and Exchanges**

### **How do I return an item?**

Visit our Returns Center on the website, enter your order details, and follow the instructions for a smooth return process.

### **What is your return policy?**

Our return policy allows returns within 30 days of purchase. Items must be unused and in their original packaging.

### **Can I exchange an item?**

Yes, you can exchange an item for a different size or color, subject to availability. Follow the return process and indicate your exchange preference.

**Do you provide prepaid return labels?**

We provide prepaid return labels for faulty or damaged items. For other returns, customers are responsible for return shipping costs.

**Product Information****How can I find product information?**

Product details, including descriptions and specifications, are available on the product pages. If you need more information, feel free to contact our customer service.

**Are your products ethically sourced?**

Yes, we are committed to sourcing products ethically and supporting sustainable practices whenever possible.

**Do you restock items that are out of stock?**

We do restock popular items. Sign up for notifications on the product page to be informed when an item is back in stock.

**Account and Security****How can I create an account?**

Click on the "Sign Up" button on the top right of our website, fill in the required information, and you're all set.

**I forgot my password. How can I reset it?**

Visit the "Forgot Password" page, enter your email address, and follow the instructions sent to your email to reset your password.

**Is my personal information secure?**

Yes, we take the security of your personal information seriously. Our website uses industry-standard encryption to protect your data.

Discounts and Promotions

**How can I apply a discount code?**

During checkout, there will be a field to enter your discount code. Enter the code and click "Apply" to see the discount reflected in your total.

**Do you offer student or military discounts?**

At this time, we do not offer specific student or military discounts.

## **Contacting Customer Service**

### **How can I contact customer service?**

You can reach our customer service team through the "Contact Us" page on the website or by emailing [support@yorokobi.co.uk](mailto:support@yorokobi.co.uk).

### **What are your customer service hours?**

Our customer service team is available Monday to Friday from 9 am to 5 pm GMT. We strive to respond to all inquiries within 24 hours.

## **Product Care and Maintenance**

### **How do I care for my products?**

Care instructions are often included with the product. Check the product tags or packaging for specific care guidelines. For additional information, refer to our product care page on the website.

### **Are your products cruelty-free?**

We strive to offer cruelty-free products and indicate this information on the product page. Look for the cruelty-free icon or check the product description for details.

### **What should I do if I receive a damaged item?**

We apologize for any inconvenience. Please contact our customer service team within 48 hours of receiving the item, and we'll assist you in resolving the issue.

### **Do you offer gift wrapping services?**

Yes, we offer gift wrapping for an additional fee. Select the gift wrapping option during checkout, and your order will be beautifully wrapped before delivery.

## **Loyalty Program and Rewards**

### **Do you have a loyalty program?**

Yes, we have a loyalty program. Sign up for an account to start earning points with every purchase. Points can be redeemed for exclusive discounts and rewards.

### **How do I check my loyalty points balance?**

Log in to your account and visit the loyalty program section to view your points balance and available rewards.

**Can I combine multiple discount codes?**

Typically, only one discount code can be applied per order. Check the terms and conditions of each promotion for specific details.

**What benefits come with the loyalty program?**

Our loyalty program offers various benefits, including early access to sales, exclusive promotions, and birthday rewards. Check the loyalty program page for full details.

**Size and Fit****How do I determine my size?**

Refer to our size chart available on the product page for guidance on measurements and sizing information. If you have specific questions, feel free to contact our customer service team.

**What should I do if I receive the wrong size?**

We apologize for any errors. Contact our customer service team, and we'll arrange a return and replacement for the correct size.

**Are your sizes true to standard sizing?**

Our sizing is generally true to standard sizing, but variations may occur between brands. Refer to the size chart for accurate measurements and consider customer reviews for additional insights.

**Gift Cards****Do you offer gift cards?**

Yes, we offer digital gift cards. You can purchase them on our website, and they make the perfect gift for any occasion.

**How do I redeem a gift card?**

Enter the gift card code during checkout in the designated field. The balance will be applied to your order total.

**Can I reload my gift card?**

Currently, we do not offer the option to reload gift cards. You can purchase additional gift cards as needed.

## **Subscription Services**

### **Do you offer subscription services?**

Yes, we offer subscription options for certain products. Subscribe to receive regular deliveries and enjoy additional savings.

### **How can I manage my subscription?**

Log in to your account to manage your subscription preferences, including adjusting delivery frequency, updating product selections, or canceling your subscription.

### **Can I return items from a subscription?**

Yes, subscription items are eligible for returns under our standard return policy. Follow the usual return process for these items.

### **Can I skip a subscription delivery?**

Yes, you can skip a subscription delivery by logging into your account and adjusting the delivery schedule in the subscription management section.

### **What happens if an item in my subscription is out of stock?**

If an item is temporarily out of stock, we'll notify you and work with you to find a suitable replacement or delay the shipment until the item is available.

## **Store Openings and Locations**

### **Are there any physical Yorokobi store locations?**

As of now, we are an online-only retailer. Stay tuned for any announcements regarding future store openings.

### **Do you plan to open stores in other countries?**

We're constantly evaluating opportunities for expansion. Keep an eye on our announcements for updates on new store locations.

## **Technical Issues and Website Support**

### **I'm experiencing issues with the website. What should I do?**

Clear your browser cache, try a different browser, or contact our customer service team for assistance with any technical issues you may encounter.

### **Is my personal information stored securely on your website?**

Yes, we use industry-standard security measures to protect your personal information. Review our privacy policy for detailed information on data security.

## **Sustainability Initiatives**

### **What sustainability initiatives do you participate in?**

We are committed to sustainability and eco-friendly practices. Visit our sustainability page to learn more about the initiatives we support and our efforts to reduce our environmental impact.

### **Can I recycle packaging materials from my order?**

We encourage recycling. Check the packaging materials for recycling symbols and follow local recycling guidelines.

## **Social Media and Community**

### **How can I stay updated on Yorokobi news and promotions?**

Follow us on our social media channels (Facebook, Instagram, Twitter) for the latest updates, promotions, and community engagement.

### **Can I share my Yorokobi experience on social media?**

Absolutely! We love hearing from our customers. Use #YorokobiJoy to share your experience and connect with our community.

### **Can I collaborate with Yorokobi as an influencer or blogger?**

We welcome collaborations! Contact our marketing team at [marketing@yorokobi.co.uk](mailto:marketing@yorokobi.co.uk) with your proposal, and we'll be happy to discuss potential partnerships.

### **Do you have a referral program?**

Yes, we have a referral program where you can earn rewards by referring friends. Check the referral program page for details on how to participate.

## **Special Events and Sales**

### **Do you have seasonal sales or promotions?**

Yes, we regularly have seasonal sales and promotions. Keep an eye on our website and subscribe to our newsletter for exclusive access to special events and discounts.

### **Is there a Black Friday or Cyber Monday sale?**

Yes, we typically have special promotions for Black Friday and Cyber Monday. Visit our website during the event for exciting deals and discounts.

## **Gift Returns**

### **What if the recipient wants to return a gift?**

Gift recipients can initiate a return through our Returns Center. They'll need the order number or the email address of the person who purchased the gift.

## **Accessibility**

### **Is the website accessible for people with disabilities?**

Yes, we strive to make our website accessible to all. If you encounter any accessibility issues, please contact our customer service team for assistance.

## **Product Reviews**

### **How can I leave a product review?**

You can leave a review on the product page of the item you purchased. Your feedback is valuable to us and helps other customers make informed decisions.