

REFUND AND RETURNS POLICY

Returns and Cancellations

In accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, if you are a consumer, you have the legal right to cancel your contract for the purchase of goods without giving any reason, within **14 calendar days** from the day after you receive the goods.

Where your order comprises of multiple products delivered separately, the 14-day cancellation period shall begin on the day after you receive the final item forming part of the order. To exercise your right of cancellation, you must inform Yuwell Anytime of your decision to cancel the contract by providing a clear and unequivocal statement of cancellation, delivered in writing by email to annie@yuwellanytime.co.uk or by post to Thane House, Calne, Wiltshire SN11 8SB , within the applicable statutory cancellation period.

Once you have notified Yuwell Anytime of your decision to cancel, you must return the goods to us without undue delay and in any event no later than **28 calendar days** from the date of such notification. You will bear the direct cost of returning the goods unless otherwise agreed.

Returned goods must be received by Yuwell Anytime in the condition in which they were delivered, subject to reasonable handling as permitted under Regulation 13(3) of the Consumer Contracts Regulations.

Refunds

You will be responsible for the cost of any returns and any non-standard delivery fees.

To be eligible for a refund you must ensure:

- The products are unused
- There are no signs of damage
- The seals on the product(s) are intact

Please note, products funded by the NHS are not subject to refund.

Subject to these conditions we will reimburse to you all payments received from you, excluding the cost of delivery. Yuwell Anytime will refund all payments within fourteen (14) business days of the products being returned and checked by Yuwell Anytime providing they meet the above criteria.

We may make a deduction from the reimbursement for loss in value of any goods supplied if the loss is the result of handling by you.

If you received multiple products in an order and some products remain sealed, but others have been tampered with, Yuwell Anytime will provide a refund for the sealed product only. In the event you have opened the products, please dispose of them in accordance with the user instructions.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees because of the reimbursement.

Return of Damaged Products

If any product is delivered in a damaged condition, you must notify Yuwell Anytime within **four (4) calendar days** of receipt in order to be eligible for a full refund or exchange.

Where damage is apparent upon delivery, you are requested to ensure that the courier or delivery agent records the condition as “damaged” or “broken” on the delivery documentation. Where practicable, you should also take photographic evidence of the damage at the time of delivery.

Damaged products should, wherever possible, be retained in their original packaging and must not be used, assembled or tampered with. You must comply with any return instructions issued by Yuwell Anytime, including the method and location for return, to facilitate inspection and processing of the refund or exchange.

Nothing in this clause shall affect your statutory rights under the Consumer Rights Act 2015 or any other applicable consumer protection legislation.

NON-RETURNABLE ITEMS

- Product that is not in the original packaging bearing the original manufacture label
- Product that has not been authorised for return by the Yuwell Anytime
- Products funded by the NHS are not reimbursable.

Yuwell Anytime is unable to accept the return of opened products for safety and hygiene reasons.

Replacements

Should you experience any product issues relating to your Yuwell Anytime sensor or transmitter, including loss of wear time, connectivity issues or troubleshooting, you should report them on the day a problem is identified to Yuwell Anytime. You should keep displaced/faulty sensor/transmitter in case it needs to be returned for investigation.

Replacement products will not be provided if you fail to notify Yuwell Anytime of a change to your shipping address after products are sent to you. It is your responsibility ensure your shipping address is accurate at all times.

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