



If you wish to submit a return ticket, please comply with the following instructions to [support@ugami.com](mailto:support@ugami.com) in order for the Support Team to review.

- 1- Describe the reason for the return.
- 2- Attach (3) photos of the item where it can be detailed the status of:
  - 2.1- Wrapping / Box
  - 2.2- Item/Good
- 3- Receipt and details of the order.

After that, Ugami's customer support team will review the documentation and process the return and refund if applicable.

Upon verification of the good conditions of the merchandise, we will reimburse you for returned items within 30 business days.

Note: Handling fees may be applied depending on the product that is wished to be returned. All returns tickets for damage must be submitted within the first 14 days post purchase.