

YBUY

Q1. What is YBUY?

A. YBUY is a premium clothing rental service designed to make travel lighter, smarter, and more sustainable. We provide high-quality designer and everyday wardrobes for travelers, allowing you to enjoy a luxury vacation look without the burden of "fast fashion" ownership. Our mission is to prove that **buying is out of fashion.**

Q2. How long can I rent the clothes?

A. Standard rentals range from **4 to 30 days**. For long-term travelers or those relocating, we offer extended subscriptions. If you need items for more than 30 days, please contact our support team or create two separate consecutive bookings.

Q3. How does your pricing system work?

A. Our pricing is tiered based on the "Retail Value" of the collection. Renting a curated **Vacation Set** is significantly more economical than renting individual pieces. By renting, you typically save **75-80%** compared to the retail purchase price.

Q4. How far in advance can I make a rental reservation?

A. To ensure your preferred styles and sizes are available, we recommend booking **one to two months** before your trip. However, we do accept last-minute bookings depending on inventory.

Q5. Can I use YBUY if I am staying in a private residence or Airbnb?

A. Yes! Unlike restricted hotel services, YBUY delivers to **hotels, Airbnbs, and private residences** across our service areas. We believe in "Access Anywhere."

Q6. In what condition will the clothes be delivered?

A. Your wardrobe will arrive in a signature **YBUY Reusable Eco-Satchel**. Every garment is professionally sanitized to 5-star hotel standards, steamed, and sealed. You receive "professionally restored" items, not "used" clothes.

Q7. Where can I pick up and return my rental items?

A. We deliver directly to your check-in location (Hotel Front Desk or Concierge). For returns, simply use the prepaid label and drop the bag at any authorized shipping point, hotel desk, or partner drop-box.

Q8. I'm not sure which size fits me.

A. Please refer to our **AI-Size Assistant** on the website. Because we carry various designer brands, we provide specific measurements for every item to ensure a perfect fit.

Q9. Can I rent for my children?

A. Absolutely. We believe in teaching the next generation about sustainability. We offer "**Next-Gen Sets**" specifically curated for children and teens, focusing on high-growth durability and style.

Q10. How many days in advance do I need to place an order?

A. Please place your order at least **4 business days** before your arrival to allow for eco-friendly ground shipping.

Q11. Is it possible to make a reservation by phone?

A. To maintain security and data accuracy, all reservations must be made through the **YBUY Official Portal**.

Q12. I would like to change my reservation details.

A. You can modify your items or dates up to **7 days** before your start date via your dashboard. Cancellations made within 7 days of the start date incur a 100% fee to cover the "lost opportunity" for other members of the access economy.

Q13. What if the clothes I receive don't fit?

A. Since we ship to your destination, we encourage using our **AI-Size Tool** before booking. If an item is unwearable, contact us immediately. While we cannot always ship a replacement mid-trip, we will issue a credit toward your next rental.

Q14. Are the colors exactly as they appear in photos?

A. We use professional studio lighting to showcase the true quality of the fabric. Minor variations may occur due to your screen settings, but we guarantee the premium "look and feel" of every designer piece.

Q15. Do I need to wash the clothes before returning them?

A. No. In fact, we ask that you **do not** wash them. Our medical-grade sanitization process is specifically designed for these fabrics. Just wear, enjoy, and pack them back into the bag.

Q16. Where can I drop off my return?

A. Hand the bag to your Hotel Concierge or drop it at any designated partner shipping location. Your prepaid label handles the rest.

Q17. What if I am worried about the hygiene of shared clothes?

A. Remember the "**Hotel Sheet Paradox.**" You sleep on shared linens because you trust the professional cleaning. We use the same industrial-strength, eco-friendly sanitization. Our clothes are likely cleaner than items sitting on a retail shelf that have been tried on by dozens of people.

Q18. I damaged the clothes or lost an item.

A. We offer **YBUY Shield Insurance** for a small fee. This covers "life happens" moments like wine spills or loose threads. If an item is lost or severely damaged without insurance, a replacement fee (based on the item's current market value) will be charged.

Q19. I accidentally left a personal item in the pocket!

A. Our inspection team checks every pocket during the sanitization phase. If we find something, we will notify you immediately. Shipping costs for returned personal items will be at the owner's expense.

Q20. What if I return the items late?

A. Because other travelers are waiting for those items, late returns are subject to a daily fee. If you need an extension, please request it through the app at least 24 hours before your return date.