

Product Cancellation Policy

1. Overview

At IJJ Corporation, we are committed to delivering exceptional products and services to our valued customers. We understand that there may be occasions when you need to cancel an order. This Product Cancellation Policy outlines the conditions for order cancellations and the procedures to follow.

2. Eligibility for Cancellations

Cancellations are straightforward and user-friendly. To qualify, ensure the following:

- The cancellation request is made before the order has been processed and shipped.
- The product is not listed as a non-cancellable item in Section 3.

3. Non-Cancellable Items

Certain items are not eligible for cancellation. These include, but are not limited to:

- Personalized or custom-made products
- Downloadable software products
- Perishable goods such as food, flowers, newspapers, or magazines
- Items marked as non-cancellable at the time of purchase

4. Cancellation Process

To initiate a cancellation, please follow these simple steps:

- **Contact Us:** Email our customer service at Services@ijjc.com or call us at 301-202-7762 to notify us of your cancellation request. Provide your order number and a brief explanation for the cancellation.
- **Cancellation Confirmation:** Once your cancellation request is approved, we will confirm the cancellation and provide a confirmation number. If the order has already been processed or shipped, we will guide you on the next steps, which may include returning the product upon receipt.

5. Refunds for Cancellations

If your cancellation is approved and the order has not been processed or shipped, you will receive a full refund to your original method of payment within [number] days. If the order has been processed or shipped, please refer to our Refund Policy for instructions on returning the product and requesting a refund.

6. Late or Missing Refunds

If you have not received a refund following a cancellation, please follow these steps:

- Review your bank account or credit card statement.
- Contact your credit card company, as it may take some time for the refund to be officially posted.
- Contact your bank, as there is often a processing period before a refund is posted.
- If you have done all of the above and still have not received your refund, please contact us at Services@ijjc.com.

7. Order Modifications

If you wish to modify your order instead of canceling it, please contact our customer service team as soon as possible. Modifications are subject to the same conditions as cancellations and may not be possible if the order has already been processed or shipped.

8. Special Circumstances

In exceptional cases, such as natural disasters or unforeseen events, we may permit cancellations or modifications outside the standard policy. These situations will be addressed on a case-by-case basis, and we will work with you to find a satisfactory solution.

9. International Orders

For international orders, the cancellation request must be made before the order has been processed and shipped. Once shipped, international orders follow the same refund and return process as domestic orders, including any duties and taxes.

10. Contact Us

If you have any questions about our Product Cancellation Policy, please contact us:

- By email: Services@ijjc.com
- By phone: 301-202-7762
- By mail: 1325 Cavendish Drive, Ste. 201, Silver Spring, MD 2095