

# Refund Policy

## 1. OVERVIEW

At IJJ Corporation, we are committed to providing our customers with products and services of the highest quality. However, we understand that there may be instances where you are not completely satisfied with your purchase. This Refund Policy delineates the conditions under which you may request a refund and the corresponding procedures for doing so.

## 2. ELIGIBILITY FOR REFUNDS

To qualify for a refund, the following criteria must be met:

- The product must be unused and in the same condition as when you received it.
- The product must be in its original packaging.
- You must present the receipt or proof of purchase.
- The refund request must be made within 30 days from the purchase date.

## 3. NON-REFUNDABLE ITEMS

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

- Gift cards
- Downloadable software products
- Certain health and personal care items
- Perishable goods such as food, flowers, newspapers, or magazines

## 4. REFUND PROCESS

To initiate a refund, please adhere to the following steps:

- **Contact Us:** Email our customer service at [Services@ijjc.com](mailto:Services@ijjc.com) or call us at 301-202-7762 to notify us of your request. Please provide your order number and a detailed explanation of the reason for your refund request.
- **Return Authorization:** If your refund request is approved, we will issue you a Return Authorization Number (RAN) along with instructions on how to return the product.
- **Return Shipping:** You are responsible for the shipping costs associated with returning the item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.
- **Inspection and Approval:** Upon receiving your returned item, we will inspect it and notify you regarding the status of your refund. If approved, we will process your refund using your original method of payment within 30 days.

## **5. LATE OR MISSING REFUNDS**

If you have not yet received your refund, please undertake the following steps:

- a. Review your bank account or credit card statement.
- b. Contact your credit card company, as it may take some time before your refund is officially posted.
- c. Contact your bank, as there is often a processing period before a refund is posted.
- d. If you have completed all these steps and still have not received your refund, please contact us at [Services@ijjc.com](mailto:Services@ijjc.com).

## **6. EXCHANGES**

We replace items only if they are defective or damaged. If you need to exchange an item for the same item, please contact us at [Services@ijjc.com](mailto:Services@ijjc.com) and follow the return process outlined.

## **7. SALE ITEMS**

Only regular-priced items are eligible for refunds. Sale items are non-refundable.

## **8. GIFTS**

If the item was marked as a gift when purchased and shipped directly to you, you will receive a gift credit for the value of your return. Upon receipt of the returned item, a gift certificate will be mailed to you.

## **9. INTERNATIONAL ORDERS**

For international orders, the customer is responsible for all return shipping costs, including any duties and taxes.

## **10. CONTACT US**

If you have any questions regarding our Refund Policy, please contact us via:

- Email: [Services@ijjc.com](mailto:Services@ijjc.com)
- Phone: 301-202-7762
- Mail: 1325 Cavendish Drive, Ste. 201, Silver Spring, Md 2095