



## Returns, Refunds, & Cancellations Policy on Physical Products

### 1. Damaged

*One of your parcels has been damaged, what's next?*

1. Visibly damaged or repacked parcels being offered to the customer need to be refused. (otherwise, all rights to a claim are waived).

**2. If the shipper box arrives without visible damage or repacking however, after opening the box, you notice the products are damaged; We would need to receive the following pictures within 2-3 working days after the delivery:**

**A. Pictures of the entire outside of the shipper box (all sides) with the carrier's label(s) on it and the tape.**

**B. A picture taken from above showing the opened box and its entire contents (products, filling paper etc.)**

**C. A separate picture of all the filling materials taken out of the box**

**D. A close-up picture off all the product(s) received**

**E. A close-up of the damaged products, showing all sides of the damaged products**

**F. A clear picture of the packing slip showing the order contents and the order number**

3. If Customer desires a replacement, after showing the proof of damage, a JIFU Member Services agent can submit a replacement order.

Standard JIFU policy is that the damaged product does not need to be returned if the pictures clearly show the damage. Definitely no broken glasswork or leaking products should be sent through the parcel system.

4. If Customer desires a refund, member services will submit a refund request to the JIFU Finance Department.

When the refund request has been received and reviewed by the JIFU Finance Department, the order will be updated appropriately in the system and will adjust the points accordingly.

5. JIFU will retain records of damaged orders to review any trends or anomalies noted.

Contact JIFU Member Services at [memberservices@jifu.com](mailto:memberservices@jifu.com)

For Damage process with DHL Paket (Germany).

### ***Damage process with DHL Paket (Germany)***

Damages need to be reported by you the customer to your local DHL Paket depot. A form needs to be filled out which will be received from the carrier. If this is not done, a claim cannot be filed. After the process is followed, the shipper will be informed and will then contact you for the claims process. This is just the formal part of the damage, if we see a damage scan we will inform you pro-actively as usual.

The customers can find the local depots below:

<https://www.dhl.de/de/privatkunden/dhl-standorte-finden.html>

## **2. Wrong Product**

1. Customers must report the wrong product within 2-3 working days of delivery.
2. Customers must submit a clear picture(s) of the items received. This includes a picture taken from above showing the opened box and its entire contents (products, filling paper etc.) and a close-up picture off all the product(s) received as well as a picture of the packing slip which is in the box and pictures of all sides of the shipper box showing the label on it.
3. If Customer desires a replacement, member services will submit a replacement order.
4. If Customer desires a refund, member services will submit a refund request to the JIFU Finance Department.

When the refund request has been received and reviewed by the JIFU Finance Department, the order will be updated appropriately in the system.

JIFU will retain records of wrong product orders to review any trends or anomalies noted.

## **3. Wrong Quantity**

- a. Customers must report the Wrong Quantity within 2-3 business days of delivery.
  - i. If excess quantity was received, customers will be instructed on what to do.
  - ii. If a deficit quantity was received, **we would need to know the item(s) missing and would need the same pictures as mentioned in point 2.2. Further,** the below actions will be taken.
    1. Customers may choose to keep the already delivered item(s) and be issued a credit for the missing items through Member Services.

2. If Customer desires the remaining outstanding items, Member Services will put in a replacement order for the remaining outstanding items.
- iii. When the refund request has been received and reviewed by the JIFU Finance Department, the order will be updated appropriately in the system.
1. If Customer desires a refund on the entire purchase, the order will be treated as a “No Longer Wanted” order.
  2. JIFU will retain records of wrong product orders to review any trends or anomalies noted.

#### 4. No Longer Wanted

1. **If the order is no longer wanted and still in the shipping network, please refuse the parcel. This will ensure the parcel is automatically returned.**
2. Otherwise, customer must report the ‘no longer wanted’ product within 15 days of delivery.

Upon notifying Member Services, the Member Services agent will instruct the customer that they will need to send the item back for a refund. The customer will be responsible for the cost of shipping the item back. Customers must ensure **the packing slip is in the box, with sturdy packaging and clear addressing**. Albert Harkemaweg 66, 9831 TA Aduard, The Netherlands

3. Customer will receive a 90% (10% restocking fee) refund once the product has been received, in sellable condition, by the JIFU shipping partner. Volume points will be adjusted accordingly.

Please note: The sending of shipping information/tracking number to Member Services is not sufficient to receive a refund. **A signed proof of delivery to the warehouse in the Netherlands is required for proper investigation (in case the return parcel would be delivered but not processed/refunded yet).**

JIFU will retain records of No Longer Wanted product orders to review any trends or anomalies noted.

#### 5. Wrong Delivery Address (On Part of Customer)

1. **Customer must report the wrongly delivered product within two weeks of order confirmation. This timeframe may change based on the date delivered by the courier.**
2. **If Customer entered a wrong address during checkout one of two things will happen:**
  - i. **Item will be delivered to the wrong address**
  - ii. **Item will be returned by the Courier**

- iii. **Slight shipping delays could occur and JIFU would contact the customer for the correct delivery address.**
3. **If a customer calls up Member Services inquiring about the package, Member Services will confirm the identity of the caller and then if verified, give the customer the address the package was delivered to and confirmed by the third party courier.**
  - i. **Member Services will check the customer's account to verify the correct address and will update if necessary.**
  - ii. **Upon verification of the customer's address, a new product may be sent out to the customer.**
4. **JIFU will retain records of Wrong Delivery Address product orders to review any trends or anomalies noted.**

## **6. Scans show package was delivered but order has not been received**

1. Customers must report the wrongly delivered product within two weeks of order confirmation. This timeframe may change based on information provided by the courier.
2. Upon notification from the customer that the item was not delivered to the correct address, JIFU Member Services will verify with the third-party courier the status of the package and confirm that the customer is reporting that they did not receive their package.
3. After verifying with the courier, member services may put in a replacement order.

## **7. Stuck in Shipping**

1. Upon notification from the Customer that the item has been Stuck in Shipping for an unreasonable period of time, member services will contact the third-party courier to confirm the status of the package.
2. After confirming the status of the package, If the package is lost, a replacement order will be entered. If the package is just delayed, this information will be relayed to the customer.

If after notification the customer wants a refund, the order will be treated as a “No Longer Wanted” order.

## **8. Package Stolen**

If an order gets stolen after it has been delivered to the customer’s address, JIFU will not be responsible to provide a replacement.

If the customer desires a replacement, they will be charged for a new order. This new order will not be treated as a replacement but as a new separate order.

# Replacement Orders

1. Replacement Orders can only be placed by JIFU Member Services.
2. Points and Commissions will not be paid on Replacement Orders.
3. The physical process for a Replacement Order will be the same as a standard order.  
(ex.

The new order will be fulfilled, and new shipping information will need to be shared, etc.)

## Refunded Orders

1. Upon receipt and approval of Refund Request, JIFU will refund the customer their order total. The refund will be deposited back through the method they purchased.
2. Any Points or Commissions that were earned as a result of the initial purchase will not be paid out.
  - a. Any Points or Commissions that have been issued will be clawed back as necessary.

## Canceled Orders

1. When a customer orders a product, but they wish to cancel their order, they will have until they receive confirmation that the product has been shipped. Once the product has been shipped the customer will have to contact member services and the order will be treated as a “No Longer Wanted” order or they would refuse the order once it is delivered.

## Definitions

### Fulfilled Order

- An order that has been packaged and shipped.

### Completed Order

- The customer has paid for the order and the order has been sent for fulfillment.

### Order Incident

- Customer is unhappy with the order and the order needs to be returned to the sender. Types of incidents:

- ○ Damaged
- ○ Wrong Product
- ○ Wrong Quantity
- ○ Wrong Address (on part of customer)
- ○ Wrong Address (on part of courier)
- ○ Stuck in Shipping
- ○ No Longer Wanted

The Definition List is not all inclusive.

## **Cancellation**

Your satisfaction is our top priority. To ensure that you feel good about your decision, our refund and cancellation policies **Cancellation Notice:**

To cancel your account **we require a written notice** for our records to be sent to:  
[memberservices@jifu.com](mailto:memberservices@jifu.com)

## **Refund Policy:**

You may cancel your membership and receive a full refund of your enrollment fee if within seven (7) days of the charge. Certain countries, states and provinces or locations allow for a larger amount of time which shall be honored by JIFU. For example, in parts of the Middle East, you are allowed to request a refund up to 14 days from the enrollment date. When canceling, you will retain access to your account for the remainder of the current paid month, but you will not be charged for the next month.

To receive a refund, **we require a written notice** for our records to be sent to:  
[memberservices@jifu.com](mailto:memberservices@jifu.com)

**Amounts will be refunded within ten (10) business days of the refund request. A written notice will be sent from JIFU Member Services when your request has been processed.**

If you have questions our Member Services can be reached at **1-888-899-5438 Opt. 2**

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