



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

### **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
  - Incorrect Product
  - Incorrect Quantity
  - Incorrect Address (on part of customer)
  - Incorrect Address (on part of courier)
  - Stuck in Shipping
  - No Longer Wanted

The Definition List is not all inclusive.

### **Cancellation**

The Customer satisfaction is our top priority. To ensure that all Customers are happy with their purchase, the following cancellation and refund policies are in place:

## **Cancellation Notice:**

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

## **Refund Policy:**

Customers may cancel their membership and receive a full refund, excluding the \$30 enrollment fee, if requested within fourteen (14) days of the charge for physical product or within seven (7) days for digital services. Certain countries, states, provinces, or locations allow for a larger amount of time which shall be honored by JIFU. Upon cancellation, Customers will retain access to their account for the remainder of the current paid month, but 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)

**Refunds will be processed 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.**

Member Services can be reached at 1-888-899-5438 Opt. 2.

## **Damaged Product:**

Visibly damaged or repacked parcels must be refused upon delivery. All rights to a claim are waived if the package is not refused.

If the package arrives without visible damage or repacking, but the product(s) arrive damaged, the consignee must submit the following Photographs within 2-3 working days after the delivery:

- Photographs of the entire outside of the shipper box (all sides) with the carrier's label(s) on it and the tape.
- A photograph taken from above showing the opened box and its entire contents (products, filling paper, etc.)
- A separate photograph of all the filling materials taken out of the box
- A clear photograph of all product(s) received
- A close-up of the damaged products, showing all sides of the damaged products

- A clear photograph of the packing slip showing the order contents and the order number

If the Customer desires a replacement, after providing proof of damage, a JIFU Member Services agent can create a replacement order. The damaged product does not need to be returned on the condition that the photographs clearly show the damage. Broken glasswork or leaking products should not be sent through the parcel system.

If the 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 and associated points from that order will be updated accordingly in the system. All refunds will be processed in the manner that payment was received.

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)

#### ***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>

#### **Incorrect Product Received:**

Customers must report the incorrect product received to Member Services within 2-3 working days of delivery.

Customers must submit the following photographs to Member Services:

- Photographs of the entire outside of the shipper box (all sides) with the carrier's label(s) on it and the tape. The shipping label must be clearly shown and readable.
- A photograph taken from above showing the opened box and its entire contents (products, filling paper, etc.)
- A separate photograph of all the filling materials taken out of the box
- A clear photograph of all product(s) received
- A clear photograph of the packing slip showing the order contents and the order number

If the Customer desires a replacement, Member Services will create a replacement order.

If the 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 and associated points from that order will be updated accordingly in the system. All refunds will be processed in the manner that payment was received.

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

### **Incorrect Product Quantity Received:**

The Customer must report the incorrect quantity of products received within 2-3 business days of delivery.

If an excess quantity was received, the Customer will receive instructions from Member Services on how to proceed.

If a deficit quantity was received, the Customer must report the item(s) missing and provide the same Photographs as mentioned in the "Incorrect Product Received" section of this document.

Once the Customer has provided the required Photographs, one of the below actions will be taken:

- Customers may choose to keep the already delivered item(s) and be issued a credit for the missing items through Member Services OR

- When the refund request has been received and reviewed by the JIFU Finance Department, the order and associated points from that order will be updated accordingly in the system.
  - a. If Customer desires a refund on the entire purchase, the order will be treated as a “No Longer Wanted” order.
  - b. If Customer desires the remaining outstanding items, Member Services will put in a replacement order for the remaining outstanding items.

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

### **Product No Longer Wanted:**

If the order is no longer wanted, and is still in the shipping network, the parcel must be refused by the Customer upon delivery. This will ensure the parcel is automatically returned to the warehouse with no extra shipping cost to the Customer.

If the parcel is not refused upon delivery, the Customer must report the “No Longer Wanted” product to Member Services within 14 days of delivery.

Upon notification, Member Services will instruct the Customer to ship the item(s) back to the JIFU warehouse the parcel was shipped from. The item(s) must be returned to be eligible for a refund. The Customer will be responsible for paying the return shipping cost.

The Customer must ensure the packing slip is included with the returned item(s) and that the item(s) are shipped with sturdy packaging and adequate packing material.

Orders that were placed in North America must be returned to the below address:

Elite Ops, 4000 East Highway 6, Spanish Fork, Utah 84660, USA

Orders that were placed in the EU must be returned to the below address:

Green Logistics, Albert Harkemaweg 66, 9831 TA Aduard, The Netherlands

Orders that were placed in the UAE must be returned to the below address:

WESHIP, Al QUASIS Industrial Area 3, Dubai, UAE

The Customer will receive a 90% (10% restocking fee) refund minus shipping once the product has been received by the warehouse, provided that the product is in sellable condition. Sellable condition means that the product is not damaged, has not been opened, and is in the original packaging. The points associated with the order 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 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.

### **Customer Provided Incorrect Delivery Address**

If the Customer entered an incorrect address during checkout, the Customer must contact Member Services within fourteen (14) days of the order confirmation. This timeframe may change based on the date of delivery provided by the courier.

Slight shipping delays may occur and JIFU may contact the Customer for a correct delivery address if notified by the courier of an incorrect shipping address.

If the Customer entered an incorrect address during checkout, and the item(s) have not yet shipped, the Customer must contact Member Services with the request to change the address. Member Services will only be able to update addresses for orders that have not yet entered fulfillment.

If the Customer contacts Member Services, and the item(s) were already delivered to the incorrect address, Member Services will take the following actions

- Confirm the identity of the caller and, if verified, provide the address the package was confirmed delivered to
- Check the customer's account to verify the correct address and update if necessary

- Upon verification of the customer's address, a new product may be sent out to the customer

JIFU will retain records of incorrect delivery address product orders to review any trends or anomalies noted.

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

Customers must report any missing orders to Member Services within two weeks of the order confirmation. This timeframe may change based on information provided by the courier.

JIFU Member Services will verify with the third-party courier the status of the package. After receiving confirmation from the courier, Member Services may place a replacement order.

### **Stuck in Shipping**

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.

If the package is considered lost, a replacement order will be created.

If the package is delayed, this information will be relayed to the customer. If after notification the customer requests a refund, the order will be treated as a “No Longer Wanted” order.

### **Package Stolen**

JIFU is not responsible for any orders stolen after delivery to the Customer's address. If the Customer desires a replacement for the stolen item(s), the Customer will be charged for a new order. This new order will not be treated as a replacement but as a new separate order.

JIFU recommends filing a claim through the courier for any stolen order(s), but does not guarantee the courier will grant the claim.

### **Replacement Orders**

Replacement Orders can only be placed by JIFU Member Services. Points and Commissions will not be paid on Replacement Orders.

The process for a Replacement Order will be the same as a standard order (i.e. the new order will be fulfilled, and new shipping information will be provided).

### **Refunded Orders**

Upon receipt and approval of a Refund Request, JIFU will provide the Customer with a refund.

Orders containing product that have not yet been shipped will receive a full refund. Returned orders that contain product will receive a refund of 90% minus the cost of shipping, provided that the items are in sellable condition.

Refund requests for digital monthly orders must be made within 24 hours of purchase to be eligible for a refund.

All refunds will be processed in the same manner payment was received.

Any Points or Commissions that were earned from the initial purchase will not be paid out. Any Points or Commissions that have been issued from the purchase will be clawed back as necessary.

### **Canceled Orders**

Product orders are only able to be cancelled prior to shipment. If the product has been shipped, the order will no longer be able to be cancelled.

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