

JIFUshop.com

How to Return an Item or receive a Refund

Replacement Orders

1. To place a Replacement request if your order was damaged or not received, please contact JIFU member Services at (888) 899-5438 or at memberservices@jifu.com within 7 days of receiving the damaged order, or within 15 days of not receiving the order.
2. Points, Referral Commissions and JIFU Rewards will not be paid a second time on Replacement Orders.

Refunds

1. To place a Refund the customer must contact JIFU member Services at (888) 899-5438 or at memberservices@jifu.com within 30 days of receiving their order.
2. Any Points, Commissions, or JIFU Rewards that were earned as a result of the initial purchase will not be paid out.

Cancelling an Order

1. To cancel an order the customer must contact JIFU member Services at (888) 899-5438 or at memberservices@jifu.com within 24 hours of placing their order.
2. Customers will not be able to cancel their order once it has been shipped by the vendor. Once the order has shipped please see the procedure and policy for a Refund.
3. Any Points, Commissions, or JIFU Rewards that were earned as a result of the initial purchase will not be paid out.

Returns & Refunds Policy

1. Items must be returned within 30 days and received within 45 days of the date your order shipped.
2. If there was a problem with your order, we'll give you a full refund, including the item price, appropriate sales tax, plus original shipping and handling fees, if applicable. If you're returning your item for another reason, you'll receive a refund for the price of the item plus the appropriate sales tax amount. The original shipping and handling fees, if any, may be deducted from the total of your refund unless there was an error on our part.

3. If you received the order damaged, please notify Jifu within 7 days of receipt. Send a picture of the damage to memberservices@jifu.com along with your order number and name and we can either replace the item, or refund your purchase price.
4. Refunds and form of payment: Refunds will be issued in the same form of payment originally used for purchase.
5. Coupons, discounts and promotions: The refund value for returned items purchased using any type of promotion, discount, or coupon will be reduced to reflect the value of any free gift, discount or promotion which was used for the original purchase.
6. Original condition: New items must be returned in their original, unopened, shrink-wrapped condition.
7. If any customer is found to have committed fraud or abused the herein described policies, JIFU Marketplace LLC reserves the right to ban any customer from submitting further orders, returns, refunds, or cancellation requests. In addition, JIFU Marketplace LLC and any of the individual vendors and service providers operating on the JIFU Marketplace platform reserve the right to take any action allowed by law regarding previous return, refund, and cancellation requests.
8. Tracking recommended: The use of delivery confirmation or tracking is strongly recommended as JIFU can't be responsible for return shipments that are lost by the carrier.
9. Gifts purchased online: If you received an item purchased online as a gift and would like to return it, the original buyer may return it to JIFUshop.com via mail and a refund may be issued to the original card used to make the purchase. For questions or assistance with your JIFUshop.com return, contact our Member Services team.
10. Online exchanges: Due to the unique nature of our merchandise, we are unable to process exchanges for items purchased online.
11. We reserve the right to limit or decline refunds.
12. Some items that are opened, unsealed or damaged may not be accepted for refund.
13. Items purchased on JIFUshop.com that are returned more than 45 days after the item was shipped are not eligible for return or refund, even if they are damaged or incomplete (60 days for international orders).
14. Items with international shipping may have refund limitations. Contact our Member Services team for assistance with an international return.

15. Porch Piracy: if you allow the delivery company to leave the package on your porch and it is stolen, JIFU is not at fault. Once your order is shipped you can change the delivery options (including where it is to be left upon delivery) by using the tracking number and going to the carrier's website.

16. This policy is subject to change without notice.

Still need help?

Contact the JIFU Member Services Team at memberservices@jifu.com, or call (888) 899-5438.