

Refund policy

1. Customer safety and security – Products

For the health and safety of our customers, we do not accept returns, replacements and exchanges of purchased products the moment they have reached the customer. The rationale behind this is to ensure we maintain the hygienic integrity of our products along with utmost customer satisfaction. This ensures our customers that all of our products reach them in its native packaging – absolutely brand new.

2. Returns

Upon final payment and delivery, unfortunately for the health and safety of our customers, we do not provide exchanges or returns. However, if the product(s) have substantial defects/damages that prevents the customer from utilizing the product(s) for its purpose, please email us at jrorganics91@gmail.com as we will handle such queries on case to case basis. **Please be sure to include your receipt of proof of purchase along with your email.**

3. Refunds (if applicable)

Please see the 3-step process below:

Step 1 - Conditional Approval: If a refund is applicable, this will automatically be classified under “**Conditionally approved**” - regardless of the communication outcome between parties (JR Organics and the customer) via email. In addition, a refund will only apply within 7 days of receiving the item(s). Reference to this will be the drop off delivery notification of our third-party courier service OR a sign off of an acknowledgement receipt.

Step 2 - Shipping (refer to point no. 4 of this document for details): Shipping costs are non-refundable. Any and all shipping related costs are covered by the customer.

Step 3 – Final Approval: Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. Further, we will also notify you of the final approval OR rejection of your refund. This approval or rejection is classified as “**Final approval**”.

If you are approved, then your refund will be processed through the same route as your original method of payment. ****Please note** that any bank transfer related charges (E.g. via Instapay, Pesonet services etc.) will be deducted from the total value of your refund.

4. Shipping (In the context of our refund policy)

To return your product, let us know so we can decide the best way for you to ship it back to us.

You will be responsible for paying for your own shipping costs for returning your item. ****Please note** that shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

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Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item(s) over the value of PHP 1,000.00, we recommend that you consider using a trackable shipping service or purchasing shipping insurance. We do not guarantee that we will receive your returned item.