

RETURN AND REFUND POLICY

Last updated October 30, 2022

Thank you for your purchase. We hope you are happy with your purchase. However, if you are not completely satisfied with your purchase for any reason, you may return it to us for a full refund or store credits only. Please see below for more information on our return policy.

Interpretation and Definitions

Interpretation

The words in which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in the singular or in the plural.

Definitions

For the purposes of this Policy:

- **You** mean the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
- **We** (referred to as either, "The Company" "We", "Us" or "Our" in this Agreement) refers to Jalex Kid Ltd, located at **86-90 Paul Street, London, England EC2A 4NE**.
- **Service** refers to the Website.
- **Website** refers to the site accessible from <https://www.jalexakid.com>.
- **Goods** refer to the items offered for sale on the Service.
- **Orders** mean a request by You to purchase Goods from Us.

RETURNS

All returns must be postmarked within thirty (30) days of delivery.

Please note: All items must be in new and unused condition, with all original tags, labels, and original packaging.

What if my product is damaged/wrong?

Our team does proper quality checks on every order that ships. If you have still received a damaged or wrong product, drop us an email at: support@jalexakid.com. You will be informed about the next steps accordingly.

Note: Please pack the product in the same condition as you have received it.

Kindly make a product-unboxing video while opening the package for the first time. Please note that the video should be free of any cuts or edits from start to finish.

What are the cases in which I can return an item?

You can return an item for the following reasons:

- Received a damaged/defective product.
- Received the wrong product.

Which are the items that cannot be returned/replaced?

Returns will not be accepted under the following conditions:

- If a request is initiated after 30 days of delivery of an order.
- Digital products are non refundable as they delivered instantly once payment is received and it is impossible for you to return a product to us for a refund.
- Customisable items.
- If you entered the wrong shipping address at the time of placing the order.
- Returned without original packaging including price tags, labels, original packing, freebies, and other accessories, or if original packaging is damaged.

- The serial number has been defaced.
- The product is intentionally damaged/ destroyed or if used/worn.
- Return or replacement request for any free or complimentary products.
- Any other reasons which are not covered under the cases in the previous section.
For example, "I placed an order for the wrong product", "Product is no longer required", "I don't like the product", etc.

How long will it take for the return process to complete?

We will make sure that the return process is smooth and fast. As we receive your product for a return, we will process your refund within 14 working days after a thorough inspection of your claims.

Please note: There might be some delays, but your product and your money are in safe hands.

RETURN PROCESS

To return an item, please email customer service at support@jalexakid.com with your concern, order number, and the product unboxing video to obtain a Return Merchandise Authorization (RMA) number. After receiving a RMA number, place the item securely in its original packaging, and mail your return to the address in the following format:

Jalexakid Ltd

Attn: Return to the origin

RMA#

86-90 Paul Street

London, England EC2A 4NE

England

Please note:

- ***You will be responsible for all the return shipping charges. We advise you to use a trackable method to mail your return.***

- ***Do not mail your package without getting a confirmation from us. Doing so will lead to the rejection of your return request and no refund/replacement will be offered on such returns.***

DISCLAIMER: THE COMPANY HAS A DEDICATED TEAM THAT WILL CHECK THE RETURN CLAIMS AND THEIR DECISION ON YOUR REQUEST WILL BE FINAL TO ACCEPT OR REJECT. WE MAY REJECT THE RETURN REQUEST IF THERE IS DAMAGE TO THE PRODUCT OTHER THAN WHAT WAS VISIBLE IN THE UNBOXING VIDEO OR IF FOUND THE PRODUCT TO BE USED OR TAMPERED WITH. IF A RETURN REQUEST IS REJECTED, NO EXCHANGE OR REFUND WILL BE ISSUED TO THE CUSTOMER.

RULES FOR ACCEPTING SHIPMENTS

Before accepting the shipment of any product, kindly ensure that the product's packaging is not damaged or tampered with. If the package is damaged or tampered with, we request you refuse delivery and if possible click some photos of the packaging and send it over to us so that we can take further action. We assure refund upon such refused delivery or non-delivery. If in case you choose to accept the product, you shall do it at your own risk.

REPEATED RETURN REQUESTS

- We reserve the right to impose such charges as is necessary to reimburse the expense of delivery if we observe that you have a transactional history of repeated returns.
- We also reserve a right to make the products ineligible for return or exchange, if we observe a transactional history of repeated returns.
- The liability and risk of such returns shall be on you to establish your claim for return. replacement shall only be initiated if they pass through the conditions mentioned above. If the product fails to pass through the verification and checks, the product shall be shipped back to you, for which you shall have to bear the expense.

REFUNDS

After receiving your return request and inspecting all the photos and video proof, we will process your refund. Please allow at least fourteen (14) business days to process your refund. Refunds will be credited to the original payment method that You used while making the purchase. Refunds may take 1-2 billing cycles to appear on your credit card statement, depending on your credit card company.

You can also have the return in the form of store credits.

Please Note:

- ***Partial returns will have a partial refund.***
- ***Store credits cannot be cashed. And can only be used to make purchases on our website.***

Refunds: **Duplicate payment**

Refund of the duplicate payment made by the delegate will be processed via the same source (original method of payment) in 7 working days after intimation by the customer.

CANCELATIONS

Cancellations by you – In case we receive a cancellation notice and the order has not been processed by us, we shall cancel the order immediately and refund the entire amount back to your original payment method. If we have already processed the product, we will not be able to approve the cancellation request. In such cases, the product follows the normal lifecycle process.

Cancellation by us – Under certain circumstances, it might not be possible for us to accept an order and we may be compelled to cancel the same. We reserve the right to refuse or cancel any order for any reason at our sole discretion. Some situations that may result in your order being cancelled include limitations on quantities available for purchase and inaccuracies or errors in product or pricing information. We may also ask for additional verification or information before accepting any order. We will contact you if all or any portion

of your order is cancelled or if additional information is required to accept your order. If your order is cancelled after you are charged, the said amount will be reversed back to your original payment method.

QUESTIONS

If you have any questions concerning our return and refund policy, please write to us at: support@jalexakid.com.