



# J'JO Return Policy

Effective date: 11.02.2021

Thanks for subscribing at our Software operated by J'JO.

We offer a full money-back guarantee for subscription purchase made on our Website and/or App. If you are not satisfied with the subscribing that you have purchased from us, you can get your money back no questions asked. You are eligible for a full reimbursement within 14 calendar days of your purchase.

After the 14-day period you will no longer be eligible and won't be able to receive a refund. We encourage our Users to try the Software in the first two weeks after their purchase to ensure it fits your needs.

If you have any additional questions or would like to request a refund, feel free to contact us.

## 1. CANCELING A SUBSCRIPTION ORDER

Subscription orders for J'JO Software placed directly at our Website and/or App are processed and can only be canceled by contacting J'JO. If you decide you no longer wish to use or retain access to the Services to which you've subscribed, you must contact us to request cancellation within 14 days of the original purchase to receive a refund.

## 2. REQUESTING A REFUND

To return a purchase placed directly at our Website and/or App and request a refund, please contact J'JO Customer Service via [support@jjoapp.io](mailto:support@jjoapp.io). When your refund is approved and processed by J'JO, typically within 5 to 7 business days, the credit will be issued to the payment method listed in your User Account. Please contact the card-issuing bank for information about when the credit will post to your account. Access to related Software will terminate when your refund is processed.

## 3. CHANGING THE SUBSCRIPTION PERIOD

You can change the subscription period by canceling the current subscription periods. However, you will not be refunded for the remaining subscription period. The remaining period of the initial Subscription will be available to you.

After canceling the current period, you can choose a new subscription period. The validity period of the new subscription period will be valid after the end of the initial period.

## 4. RETURN POLICY FOR PURCHASES NOT MADE DIRECTLY THROUGH J'JO

J'JO cannot accept returns on any products that were not purchased directly from J'JO.