

Refund/Return Policy for Jumpplus World Products

At Jumpplus World we consider the environment, so your parcels will not contain a paper invoice, however you should always receive an electronic one to your email you made the purchase from, including the your order number!

Once you place your order, we recommend to save the order number, just in case you needed it to identify your purchase.

Our products are made to make you happy, and we want to make sure that our refund/return policy also keeps this attitude!

If you are not pleased with your purchase from jumpplusworld.com, as a first step please get in touch with us via email (info@jumpplusworld.com) and share your experience with one of our colleagues so we can make sure we find the best way to compensate the issue.

We would like to ask you to follow some general rules when applying for a refund:

- You have up to 30 days from the date of receiving the item to ask for a refund.
- An item may be unsuitable from time to time so you're welcome to return your item back to us.
- You are liable for the cost of returning your item.
- Remember to mark your package as 'returned goods'.
- If you decide for no return, we also accept high resolution pictures of the unsuitable item so that we can decide about the refund
- Shipping costs are non-refundable.

Jumpplus World will accept, for return or exchange, items that are in new condition, unworn, unaltered and free of damages by the customer.

Once we receive you item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will issue your refund. You will receive the refund within a certain amount of days, depending on your card issuer's policy. Paypal refunds are immediate.

If you have any further questions, feel free to let us know via email (info@jumpplusworld.com)