

JAXX Foundation Refund & Exchange Policy

All Sales Are Final

Due to the nature of our products, all sales are final. We do not offer refunds, returns, or exchanges once an order has been delivered. Once a product has been delivered, it is considered to have been received and may be subject to handling, use, or tampering. For this reason, we are unable to accept returned merchandise.

Exceptions

We will only review claims under the following circumstances:

- You received the wrong item.
- Your order was not delivered.
- Your order arrived with significant shipping damage.
- An item is missing from your order.

To report an issue, contact us within 48 hours of delivery and provide your order number, photos (if applicable), and a description of the issue.

Non-Refundable Items

- Change of mind purchases
- Incorrect size selection by the customer
- Products that have been opened, used, worn, washed, or altered
- Items returned without authorization
- Orders marked as delivered by the shipping carrier

Shipping Information

Customers are responsible for providing accurate shipping information. JAXX Foundation is not responsible for delays, losses, or delivery issues resulting from incorrect addresses provided during checkout.

Agreement

By placing an order through JAXX Foundation, you acknowledge and agree to this Refund & Exchange Policy.