

Jade33 – Refund Policy

Overview

At Jade33, we stand behind the quality of our products and aim to provide a transparent and fair purchasing experience. Please review this Refund Policy carefully before completing your purchase.

All Sales Final – Consumable Products

Due to the consumable nature of our herbal tea products, all sales are final once an item has been opened or used. We are unable to accept returns or issue refunds on opened or used products for health and safety reasons.

Damaged, Defective, or Incorrect Orders

If your order arrives damaged, defective, or incorrect, you may be eligible for a replacement or refund. You must notify us within 7 days of delivery and provide proof of purchase along with clear photos of the issue.

Eligibility Requirements

To be eligible for a refund or exchange, the product must be unused, unopened, and in its original packaging. Requests submitted after 7 days from delivery may not be eligible for resolution.

Refund Processing

Once approved, refunds will be issued to the original form of payment within 5–10 business days. Processing times may vary depending on your financial institution.

Shipping Costs

Original shipping charges are non-refundable. Return shipping costs, if applicable, are the responsibility of the customer unless the issue was caused by an error on our part.

Non-Refundable Items

The following items are not eligible for refunds or returns: opened or used tea products, sale items, promotional items, and gift cards.

How to Request a Refund

To initiate a refund request, please contact us at our customer support email with your order number, a description of the issue, and supporting photos if applicable.

Disclaimer

Jade33 products are intended for general wellness and lifestyle support only and are not intended to diagnose, treat, cure, or prevent any medical condition. Individual experiences may vary.