

# THE RETURN AND REFUND POLICY OF YIJIA INTERNATIONAL GROUP (CANADA) LTD.

## **RETURN**

YIJIA International Group (Canada) Ltd. aims at providing high-quality products and excellent services to our retail customers and members. If a customer would like to return any products that are purchased through YiJia Canada member website, we will provide 100% refund on the returned product (i) if the product is returned within 28 DAYS OF THE ORIGINAL SHIP DATE OF THE ORDER, and (ii) regardless of whether the product has been open or used, or whether it is resalable. The customer is responsible for the shipping cost for returning the product.

YIJIA International Group (Canada) Ltd. will not be responsible for the products that are purchased through any YiJia individual member/distributor or other YiJia affiliated parties outside of CANADA.

### **RETURN BY MAIL (CANADA)**

1. Complete the member information change request form, which can be downloaded from YiJia Canada member system, indicating that you wish to cancel your order, and providing the invoice number of the order, the purchase date, and the reason for return. Applicant's information and both the applicant and the applicant's upline's signatures are also required to be clearly filled in the form.
2. Contact YiJia North America Call Center at 1.888.991.0924, meanwhile, email your return request with the completed member information change request form to [info@yjcanada.com](mailto:info@yjcanada.com)
3. Send the returned product with the member information change request form as well as the order invoice or the packing list to the following address.

YIJIA International Group (Canada) Ltd.  
Suite 220, 4600 Jacombs Road,  
Richmond, BC V6V 3B1

Please note that it can take up to a few weeks for the returned product to arrive at our office depending on your returned shipment method. Once your returned product is received at our office, we will start to process your return and refund request.

### **RETURN IN PERSON (CANADA)**

1. Complete the member information change request form, which can be downloaded from YiJia Canada member system, indicating that you wish to cancel an order, and providing the invoice number of the order, the purchase date, and the reason for return. Applicant's information and both the applicant and the applicant's upline's signatures are also required to be clearly filled in the form.
2. Bring the product you wish to return with the completed member information change request form as well as the order invoice or the packing list to the designated YiJia Canada branch office:
  - 2.1. If you wish to return your products in person, you need to bring them back to the branch office, from which you have purchased the products.

## **REFUND**

All refunds will be credited to your original method of payment. If there is any previously paid commission related to your returned product, the paid commission could be deducted from your refund. Refund process can take up to 30 days to complete upon receiving your returned product. Shipping charges are not refundable.

Please note that if you pay by credit card, it may take a few more days before your bank posts the refund to your account.

If your return and refund request has been processed, or if you do not contact us to request return and refund of the product(s), or if you have received the product(s) and have not returned the product(s), you still file a chargeback of the purchase transaction by credit card, we will suspend your member account and proceed to take further legal actions. Please be advised that it is illegal to make a fraudulent claim of a chargeback; therefore, the credit card company will conduct an investigation once we provide them the proof of purchase and the receipt of delivery of the product(s) to a member. We always comply with the Return and Refund Policy; meanwhile, members have an obligation to follow the policy to avoid a chargeback.

Should you have any questions regarding the Return and Refund Policy, please feel free to contact YiJia North America Call Center at ++1 888 991 0924.

Thank you for your cooperation.