



Terms and Conditions

1. **Product Description:** The website always strives to provide a clear and accurate description of the product to the buyer.
2. **Prices:** Prices for each product are clearly displayed on the website.
3. **Shipping Fees:** Shipping fees within Jordan are 3 Jordanian Dinars. For customers outside Jordan, the shipping cost will be calculated based on the destination country and weight of the products.
4. **Payment Method:** We accept Visa International, Master Card International.
5. **Website Usage:** The website is available for use at all times. However, in rare cases, technical issues may lead to temporary unavailability. In such cases, the website shall not be held responsible for any losses, damages, or delays in delivery.
6. **Personal Data:** Personal data is collected in accordance with the data protection policy. When using this website, you agree that all information provided is accurate, including (but not limited to) name, email address, location, product description, and phone number.
7. **Exchange & Return Policy:**

At JBF Store, we're dedicated to giving you the best customer service possible. We know that sometimes you might need to return something. To make it easy for you, here's our straightforward return policy.

Return Eligibility

You are eligible for a return if:

- The item is in its original, unused, and unworn condition, with all original tags and packaging intact.
- The return request is made within 48 hours of the delivery date.

Please note that we cannot accept returns for the following items:

- Customized or personalized products
- Gift cards or vouchers
- Items marked as "final sale" or "non-returnable"
- Items that have been used, washed, or damaged

Return Process

To initiate a return, please follow these steps:

1. Contact our Support team at store@jbf.jo with your order number, the item(s) you wish to return, and the reason for the return.
2. Once your return request is approved, you will receive a confirmation email.
3. Carefully pack the item(s) in the original packaging.
4. Ship it through your preferred shipping carrier.

Refunds

Once we receive and inspect the returned item(s), we will notify you via email about the status of your refund. If your return is approved, the refund will be processed, and a credit will be applied to your original method of payment within 7-10 business days.

Shipping fees are non-refundable. In the case of promotional offers with free shipping, the original shipping cost will be deducted from the refund amount.

Exchanges

If you would like to exchange an item for a different size or color, please follow the return process and place a new order for the desired item. We will issue a full refund for the returned item once it is received and inspected, subject to our return policy.

Damaged or Incorrect Items

If you receive a damaged or incorrect item, please contact our Customer Support team within 48 hours of delivery. We will arrange for a replacement.

Please note that we reserve the right to reject an exchange/return request if it violates the terms and conditions outlined in the return policy.

8. **Delivery Charge in Absence:** In the event that the buyer is not present to receive the order, and it is returned by the shipping company, the buyer will be responsible for covering the delivery charge.

Note: Please review these terms and conditions carefully and agree to them before using the website. If you have any further questions or inquiries, please do not hesitate to ask.

If you have any questions or concerns regarding our terms and conditions, please feel free to reach out to our Support team at store@jbf.jo. We are here to help and ensure a satisfactory shopping experience for you.