

Product Return Policy

JTM Product Return/Exchange Policy,

If you are not satisfied with the products because of any manufacturing defect, you may return it within 30 days from the date of purchase for a exchange/refund as per the terms of the Returns/Exchange Policy.

The policy is applicable only for products in marketable condition, accompanied with an original invoice. This policy does not apply to products that have been intentionally damaged, mishandled or misused.

Important Notes :-

- ❖ The Direct Seller must return the product(s) to JTM franchisee/head office.
- ❖ Period of return for products is calculated as the number of days from the Invoice Date, to the date of receipt at the JTM franchisee/head office.
- ❖ Condition refers to the condition in which the stock is received back from the Direct Seller as a return. The product can be 'marketable' or 'unmarketable' depending on the condition of the returned stock as assessed at JTM franchisee/head office.