



## Returns & Refunds Policy

Jrumz Ear Wear wants you to be thrilled with your new purchase of our product or device. However, if you need to return an item, we're here to help.

### Return Policy for Non-custom Products

Non custom items purchased at the Jrumz Store follow a standard return policy and may be returned within 30 calendar days from the date you received it. Only items that have been purchased directly from Jrumz Ear Wear, either online or at an actual Jrumz Ear Wear Retail Store, can be returned to Jrumz. Jrumz products purchased through other retailers must be returned in accordance with their respective returns and refunds policy. To be eligible for a return, your item must

- be unused and in the same condition that you received it.
- in the original packaging- repackaged with all the cords, adapters and documentation that were included when you received it.
- needs to have the receipt or proof of purchase.

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies. You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund. If you have any questions on how to return your item to us, contact us directly at [jrumz@highlevelhearing.com](mailto:jrumz@highlevelhearing.com).

### Items ineligible for Return or Exchange

There are some items that are ineligible for return. This includes all custom earpiece products and gift cards. Due to the nature of our manufacturing process, our custom earpiece products are not returnable for exchange, credit or refund. However, we promise to work closely with you to make necessary standard modifications.

### Return Policy for Bundled Items

If you purchased a bundled custom package, you may be eligible to receive a refund for the non custom items you purchased. However, custom parts are not returnable for exchange, credit or refund.



## Return Policy for Defective or Damaged Items

Non-custom items ordered online from Jrumz Ear Wear that arrived damaged, defective, or are incorrect can be returned within 30 calendar days from the date you received it. However, custom parts are not returnable for exchange, credit or refund. Please contact customer service at [jrumz@highlevelhearing.com](mailto:jrumz@highlevelhearing.com) to arrange a remake of custom products.

## How to Return an Item

Ship your item back to Jrumz Ear Wear.

To return an item to Jrumz Ear Wear simply mail the item back to us at the following address:

Attention: Returns  
Jrumz Ear Wear  
1901 Manhattan Blvd  
Building D Suite 206  
Harvey, LA 70058

To be eligible for a return, your item must

- be unused and in the same condition that you received it.
- in the original packaging- repackaged with all the cords, adapters and documentation that were included when you received it.
- needs to have the receipt or proof of purchase.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of shipping will be deducted from your refund. If you have any questions on how to return your item to us, contact us directly at [jrumz@highlevelhearing.com](mailto:jrumz@highlevelhearing.com).

## Refunds

Once we receive your item and complete the inspection, a refund is initiated immediately. The way your refund is processed depends on your original payment method:

- If you paid by credit or debit card, refunds will be sent to the card-issuing bank within five business days of receipt of the returned item or cancellation request. Please contact the card-issuing bank with questions about when the credit will be posted to your account.
- Refunds on products purchased from Jrumz Ear Wear using a Jrumz Ear Wear Gift Card (or previous generations of Jrumz Ear Wear gift cards) will be issued to you as an Jrumz



Ear Wear Gift Card by email. If you'd like us to send you a physical Jrumz Ear Wear Gift Card by mail, ask the representative helping you.

- Products paid for using your Jrumz Ear Wear Account Balance will be refunded to your Jrumz Ear Wear Account Balance.