



FAQs

MUST READ



DISCLAIMER

JLCC CLIENTS ARE LEGALLY ENTITLED TO HAVE A FULL REFUND ONCE THE ITEM BOUGHT FROM US IS PROVEN FAKE.

ITEM MUST GO THROUGH CERTIFICATION CHECK FROM A VERIFIED AND LICENSED BRAND CHECKER.



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DISCLAIMER

The items sold during our pre-loved bags/wallets live streaming **may have additional flaws that are not visible or mentioned during the live streaming.**

We will do our best to disclose all flaws, but client discretion is advised as the items most likely are not defect-free, especially since the prices are significantly lower than the brand new prices.



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BUYER/SELLER AGREEMENT

The used bags/wallets are sold "**as is**", and the **client is responsible for the full cost of repairing/correcting any defects** that may exist at the time of purchase.

JLCC assumes no liability for any subsequent flaws on the item/s.

JLCC will disclose all flaws on the item/s and the client acknowledges that they have read, and accepted all of the preceding information.



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INVOICE PER LIVE SESSION

1. Why are invoices separated per live session?

- Each live session has a unique invoice because it serves as the official receipt for the purchases made during that session. This ensures accurate documentation and tracking of orders based on the specific live event.

2. Can I have my items from different live sessions shipped together?

- Yes, items from different live sessions can be shipped together. However, please note that the declaration of value still applies.
- Additional fees may apply based on the weight of the items and the declared value.

3. Can I combine my layaway invoice with other invoices for shipping?

- No, layaway invoices cannot be combined with other invoices for shipping. Layaway items will be processed separately to ensure accurate handling.



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RETURN AND EXCHANGE POLICY

- For ***items that are no longer eligible for a replacement/repair*** and the client still wishes to proceed with having their item/s fixed, they may ship it back to us, but the client ***would have to shoulder the shipping fee expenses (to and from)*** and the repair fee.
- *Keep in mind that repairs take longer than 2 weeks.*
- Any issues with your order *must be reported to JLCC within two (2) days* upon receiving the items. If not reported within 2 days, we will not acknowledge the issue. We are not responsible for delays, damage, or loss.
- A detailed description of the damage must be provided to clarify what needs to be repaired.
- The items should be returned in the condition it was received.



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RETURN AND EXCHANGE POLICY

- We send photos and videos (upon request) to our clients, as proof that we have properly checked the items, before shipping them.
- In case a client has received their item/s and found out that they are damaged, the company will require a video, showing that upon opening the parcel, they have received the item/s damaged or broken. We will then show it to the supplier and ask for a refund/replacement.
- Please be advised that **NO PROOF, NO EXCHANGE. REFUND IS NOT POSSIBLE.**



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STORAGE FEES

- For your paid item(s), we can hold them for up to 2 weeks. After that, a storage fee of 3,500 YEN per invoice will be applied.
- Layaway items cannot be shipped along with paid items unless the storage fee is settled.



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POINTS SYSTEM

1. How does the JLCC Points System work?

- For every 1 million yen spent in total purchases, clients will earn 10,000 yen worth of reward points that can be used for future transactions.

2. How are points accumulated?

- Points are accumulated based on the total amount spent on each transaction. For example, a purchase of 1 million yen will give you 10,000 yen in points.

3. How can I check my points balance?

- You can check your points balance through your account dashboard or by contacting our customer service.

4. How do I redeem my points?

- Simply inform us during checkout or mention that you would like to use your points for a discount on your current purchase



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WHAT CAUSES DELAYS

- Delayed payments will cause a delay in the shipment of their items.
- Resizing and certificates for jewelry can take up to 5-7 business days.
- Entrupy Certification will take 1-2 business days and bag repairs can take up to a month.
- Off-live items can cause a delay as the availability of the item still has to be checked.
- In some cases, bank-to-bank payments and remittances can take a few business days before they are reflected on our account.