

ZENZII RETURN/EXCHANGE POLICY

We want you to be happy with your purchase, but if you are not satisfied with your order, we will gladly provide a full refund or store credit for any unworn items in their original packaging with ZENZII tags attached, within 30 days of the ship date.

UNITED STATES RETURNS:

A prepaid shipping label will be provided for all approved returns/exchanges via the ZENZII Returns Department.

Please allow up to 15 business days for your return/exchange to be processed.

INTERNATIONAL RETURNS:

We do not provide free return shipping for international orders. Customers are responsible for return shipping, duties, taxes and fees.

International return requests must be approved by a ZENZII Returns Department representative prior to shipping back items.

Please allow up to 30 business days for your return/exchange to be processed.

EXCEPTIONS:

- Discounted items purchased on sale are FINAL SALE only and cannot be refunded or exchanged.
- Any item received in poor condition due to a defect will receive a full refund

Refunds:

You will receive an email notification from the ZENZII Returns Department once your refund has been processed. Please allow up to 15 business days for the refund to appear in your account.

Exchanges

We can only provide exchanges for the same item.

ASSISTANCE:

Please contact the ZENZII returns department at myreturn@zenzii.com or call 888.552.2323

RETURN/EXCHANGE INSTRUCTIONS

A ZENZII Return/Exchange Authorization form can be found at www.ZENZII.com under the Return/Exchange Policy section.

UNITED STATES RETURNS:

To return an item, please completely fill out the ZENZII Return/Exchange Authorization form and submit it to myreturn@zenzii.com for approval. A ZENZII Returns Department Representative will contact you regarding the status of your return authorization form via email. Once approved, you will receive a prepaid United States Postal Service shipping label for which to return the items. Please securely pack your merchandise intended for return and affix the pre-address and pre-paid label to your return package. Mail your return package at any US Postal Service mail carrier.

INTERNATIONAL RETURNS:

We do not provide free return shipping for international orders. Customers are responsible for return shipping, duties, taxes and fees. International return requests must still fill out a ZENZII Return/Exchange authorization form and get approval prior to returning items. A ZENZII Returns Department representative will contact you with the return shipping address once your return authorization has been approved.

We are not responsible for lost return packages, and recommend you insure your shipment.



ZENZII®

Please submit completed forms to myreturn@zenzii.com for approval and to receive your prepaid shipping label.

INVOICE #

Return Authorization Form

FULL NAME: (FIRST, LAST)

EMAIL ADDRESS:

PHONE NUMBER:

MAILING ADDRESS:

CITY:

STATE:

ZIP:

ITEM CODE #	QUANTITY	REASON FOR RETURN/EXCHANGE
STORE OPTIONS (Please only check one option)		
<input type="checkbox"/> REFUND	<input type="checkbox"/> STORE CREDIT	<input type="checkbox"/> REPLACEMENT

I have read and understand the terms and conditions of the ZENZII Return/ Exchange policy. *(BOX MUST BE CHECKED IN ORDER FOR THE RETURN/EXCHANGE TO BE PROCESSED)*