

Thank you for shopping from Zspecial.com

All orders can be returned or exchanged within 15 days of the delivery date.

- All returned/exchanged items must be returned unwound, undamaged, and unwashed, and all original labels are included in the original packaging.
- Please contact us for the return / exchange form before you start the return process.

Return & Exchange Process

Step 1: Please contact our customer service representative at support@z-special.com to request an exchange/return form.

Step 2: Please follow the instructions on the exchange/return form to pack and ship back the return package.

Step 3:

1. a) Refund shall be issued once we receive and confirm the return package. If your original payment method is a credit card, it will take longer may take 1 to 2 weeks to process the bank's refund.
2. b) The new package will be shipped out once we receive and confirm the return package.

Cancellation

Normally all of our orders are shipped out within 24 hours, even within several hours.

Once your package was shipped out, we could not cancel your order. Hope you can understand.

Contact us

Any questions or doubts, please feel free to email us at support@z-special.com or over WhatsApp on +961 81 495 312