

# **Zava Retail Store - Frequently Asked Questions (FAQ)**

Welcome to the Zava Retail Store FAQ. Here you'll find answers to common questions about our company, leadership, products, and policies.

## Returns & Exchanges

**Q: What is your return policy?**

A: You may return eligible items within 30 days of receipt for a refund or exchange. Items must be in new, unused condition with original packaging. Some exclusions apply.

**Q: How do I start a return?**

A: Contact support@zavaretail.com to initiate a return and receive a return authorization label.

## Shipping & Delivery

**Q: How long does shipping take?**

A: Standard shipping takes 5–7 business days, expedited takes 2–3 business days, and overnight shipping is delivered in 1 business day.

**Q: Do you offer international shipping?**

A: Currently, Zava Retail only ships within the United States.

**Q: How can I track my order?**

A: After your order ships, you'll receive an email with tracking information.

## Customer Support

**Q: How can I contact Zava Retail?**

A: You can reach us via email at support@zavaretail.com or through our website's live chat feature.

**Q: What are your customer support hours?**

A: Our support team is available Monday through Friday, 9:00 AM – 6:00 PM CST.