

# Zava Retail Store - Returns & Shipping Policy

## Returns Policy

At Zava Retail, we want you to be fully satisfied with your purchase. If for any reason you are not, you may return eligible items within **30 days** of receipt for a refund or exchange.

### Eligibility:

- Items must be in new, unused condition and in original packaging.
- Proof of purchase (receipt or order confirmation) is required.
- Certain items are non-returnable: gift cards, downloadable software, clearance items, and perishable goods.

### Process:

1. Initiate a return request by contacting our Customer Support at support@zavaretail.com.
2. Package the item securely with the return authorization label provided.
3. Ship the item using the carrier instructions included with your return label.
4. Refunds will be processed to your original payment method within 5–7 business days of receipt.

### Exchanges:

We are happy to exchange items for a different size, color, or replacement product if stock is available.

### Damaged or Defective Items:

If you receive an item that is damaged or defective, please notify us within **7 days** of receipt. We will provide a prepaid return label and arrange for a replacement or refund.

## Shipping Policy

Zava Retail is committed to delivering your order quickly and efficiently.

### Processing Time:

- Orders are processed within **1–2 business days** of purchase.
- Orders placed on weekends or holidays will be processed the next business day.

### Shipping Methods & Timeframes:

- Standard Shipping: 5–7 business days.
- Expedited Shipping: 2–3 business days.
- Overnight Shipping: 1 business day (orders must be placed by 12:00 PM CST).

### Shipping Rates:

- Standard Shipping: Free on orders over \$50; otherwise flat rate of \$5.99.
- Expedited & Overnight Shipping: Rates calculated at checkout based on destination and weight.

### International Shipping:

- Currently, Zava Retail ships only within the United States.

### Order Tracking:

Once your order ships, you will receive an email confirmation with a tracking number.

**Lost or Stolen Packages:**

Zava Retail is not responsible for lost or stolen packages once they are marked as delivered by the carrier. If this occurs, please contact the carrier directly to file a claim.