

# **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.

## **About Zava Retail**

### **Q: What is Zava Retail?**

A: Zava Retail is a modern retail company focused on delivering high-quality electronics, apparel, and lifestyle products to customers across the United States.

### **Q: When was Zava Retail founded?**

A: Zava Retail was founded in 2015 with the goal of creating a customer-first shopping experience that blends convenience, transparency, and innovation.

### **Q: What is Zava Retail's mission?**

A: Our mission is to provide innovative products with exceptional customer service while making the shopping experience seamless and enjoyable.

## **Leadership & Team**

### **Q: Who leads Zava Retail?**

A: Zava Retail is led by CEO Alex Morgan, a retail industry veteran with over 20 years of experience in consumer goods and e-commerce.

### **Q: Where is Zava Retail headquartered?**

A: Our headquarters is located in Austin, Texas.

## **Products & Services**

### **Q: What types of products does Zava Retail sell?**

A: We specialize in electronics, home goods, clothing, and accessories. We also carry an exclusive Zava-branded product line.

### **Q: How does Zava ensure product quality?**

A: All products undergo rigorous quality testing and are sourced from trusted suppliers. Our in-house Zava brand is designed and tested by our dedicated product team.

## 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](mailto: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](mailto: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.