

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 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.