

Zava Warranty Policy

Effective: 2025-09-18 • Applies to products listed herein

Purpose

This policy defines warranty coverage by category for Zava products. Use clause IDs when citing policy. DOA (Dead on Arrival) covers defects discovered on first use within the DOA window. After 30 days, proof of purchase is required.

Definitions

DOA: Defect on first use within the DOA window. Wear & Tear: Normal degradation from use. Misuse: Use outside instructions/specifications. Liquid Damage: Exposure to liquids beyond intended design; excluded for electronics.

How to Apply This Policy

1) Identify the product category and clause prefix. 2) Verify coverage window and DOA window. 3) Check exclusions and any listed exceptions. 4) If covered, issue RMA code `RMA-YYYYMMDD-####` and provide return instructions; otherwise deny or route for approval if ambiguous.

Category Policies

Electronics — Clause Prefix W-EL

Coverage Window: 365 days • DOA: 14 days • Receipt required after 30 days.

Exclusions: PHYSICAL_DAMAGE, WEAR_AND_TEAR, MISUSE, LIQUID_DAMAGE, UNAUTHORIZED_REPAIR.

Auto-Approve: DOA defects within 14 days with receipt.

Exceptions: Cosmetic defects within 30 days may be approved.

Furniture — Clause Prefix W-FU

Coverage Window: 365 days • DOA: 7 days • Receipt required after 30 days.

Exclusions: PHYSICAL_DAMAGE, WEAR_AND_TEAR, MISUSE, STAINS, SUN_FADE.

Auto-Approve: Structural defects within 7 days with receipt.

Exceptions: Cosmetic blemishes within 14 days may be approved.

Home & Garden — Clause Prefix W-HG

Coverage Window: 180 days • DOA: 7 days • Receipt required after 30 days.

Exclusions: PHYSICAL_DAMAGE, WEAR_AND_TEAR, MISUSE.

Auto-Approve: DOA defects within 7 days with receipt.

Exceptions: Finish defects within 14 days may be approved.

Category Policies

Sports & Fitness — Clause Prefix W-SF

Coverage Window: 180 days • DOA: 7 days • Receipt required after 30 days.

Exclusions: PHYSICAL_DAMAGE, WEAR_AND_TEAR, MISUSE.

Auto-Approve: Manufacturing defects within 7 days with receipt.

Exceptions: Glue/stitching issues within 30 days may be approved.

Kitchen — Clause Prefix W-KI

Coverage Window: 365 days • DOA: 14 days • Receipt required after 30 days.

Exclusions: PHYSICAL_DAMAGE, WEAR_AND_TEAR, MISUSE, GLASS_BREAKAGE, CONSUMABLES.

Auto-Approve: DOA electrical faults within 14 days with receipt.

Exceptions: Carafe finish flaws within 14 days may be approved.

Accessories — Clause Prefix W-AC

Coverage Window: 180 days • DOA: 7 days • Receipt required after 30 days.

Exclusions: PHYSICAL_DAMAGE, WEAR_AND_TEAR, MISUSE.

Auto-Approve: Manufacturing defects within 7 days with receipt.

Exceptions: Zipper/pull failure within 30 days may be approved.

Product Map (SKU → Category → Clause Prefix)

SKU	Product	Category	Clause
WBH-001	Wireless Bluetooth Headphones	Electronics	W-EL
EOC-002	Ergonomic Office Chair	Furniture	W-FU
SWB-003	Stainless Steel Water Bottle	Home & Garden	W-HG
GMK-004	Gaming Mechanical Keyboard	Electronics	W-EL
YM-005	Yoga Mat	Sports & Fitness	W-SF
CM-006	Coffee Maker	Kitchen	W-KI
LDL-007	LED Desk Lamp	Home & Garden	W-HG
RS-008	Running Shoes	Sports & Fitness	W-SF
SC-009	Smartphone Case	Electronics	W-EL
BP-010	Backpack	Accessories	W-AC
GCG-011	Game Console With Game	Electronics	W-EL

Claims & RMA Process

1) Customer provides: product, SKU/serial, purchase date, issue description, receipt (>30 days),

photos (optional).

2) Apply category policy: coverage window, DOA window, exclusions, and any exceptions.

3) Decision: Approve (meets coverage) • Route to approval (ambiguous) • Deny (outside

window/exclusions).

4) If approved: generate RMA `RMA-YYYYMMDD-###` and provide standard return instructions.