

## **Return Policy**

We understand that shopping online can be tricky and we want you to be totally satisfied with your purchase. If you are not satisfied with your order or if there are any problems with your order, you can return your purchase for a refund or exchange to our fulfillment center at the following address:

**Zion Fashion and Lifestyle Pvt. Ltd**

No. 11, Hotel Kannimara Buildings,  
Prabhu Nagar, Kangayam main road,  
Tirupur - 641606.

### Returns Policy Guidelines

In order to refund your orders quickly and effortlessly, please adhere to the following:

- All items must be returned within 15 days of receipt (delivery).
- All returns must be in unused condition with all original tags and packaging intact.
- Our Quality Assurance team will take the final call on whether to approve or reject a return.
- The refund amount on a successful return will be credited back in the source account under standard bank's procedure.
- The refund amount credited is the cost of the item(s) and applicable taxes excluding applicable shipping costs.
- We may refuse or delay returns if fraud or abuse is suspected.

### **Refund Duration:**

- Item(s) must be returned within 15 days of purchase, together with proof of purchase.
- Item(s) must be unworn, unwashed, or otherwise unused with all original tags/labels attached.
- Swimwear, underwear cannot be returned or exchanged.
- Gift cards, sale, clearance and seconds items are not eligible for a refund or exchange.

### **Cancellation Policy:**

If unfortunately you have to cancel an order, please do so within 24 hours of placing the order.

For outright cancellations by you:

You may cancel your order any time before the order is processed. Once the order is shipped, you will receive, via email, a shipping confirmation. Once a product is shipped, the Return and Exchange Policy will apply.