



# Zanadia.com

## Easy Returns Procedure

Tel: (888) 729-7997 e-mail: [service@zanadia.com](mailto:service@zanadia.com) web: [zanadia.com/returns](http://zanadia.com/returns)

**Help us process your return quickly and efficiently!**

### PLEASE REVIEW OUR RETURN PROCEDURE CAREFULLY TO AVOID DELAY

Returns can ONLY be processed if the following steps are adhered to.

Please enclose this form with your returned merchandise

### COMPLETE THIS CHECKLIST BEFORE CALLING FOR RETURN AUTHORIZATION

**NOTE:** ALL RETURNS ARE CAREFULLY INSPECTED UPON RECEIPT. Please be sure to follow our guidelines to avoid any delay or denial in processing your return.

- See **Return Exceptions** on web site for Jewelry, Rugs and Furniture items.

#### Returning an item

Returns of returnable, non-defective merchandise will be accepted within 30 days of receipt of the product (14 days for Jewelry). Customer pays return shipping charges.

*Items returned without an RMA will be refused by the warehouse*

#### ✓ Step 1: Check your return

All products being returned must be 100% complete and have all original tags attached. Items returned missing packaging, parts or components will not be refunded (*do not return included free samples if any*).

#### TO RECEIVE YOUR FULL REFUND:

- Package your return properly to avoid damage during transit
- Ship your return with insurance and tracking.
- Leave all original tags on handbags, throws, etc..
- Bath and body, candles, perfumes, etc. must be unused and unopened.
- Sealed Boxes should not be un-sealed.
- Extra covers and frames on puff chair orders are not returnable. Only complete chairs, rockers or ottomans are returnable.
- Returns should not exhibit signs of use, wear or damage.

#### ✓ Step 2: Request RMA

Returns will not be accepted at our warehouse without a valid Returned Merchandise Authorization (RMA) number. RMA numbers will expire after 14 days. To receive your RMA number, please fill the **RMA Request Form** at [Zanadia.com/returns](http://Zanadia.com/returns) or email [service@zanadia.com](mailto:service@zanadia.com). The service desk is available from 8:00 am—5:00 pm (PST) Monday—Friday and 9:00 am—4:00 pm (PST) Saturday. We will respond within 24 hrs excluding holidays.

#### ✓ Step 3: Ship and insure return

We STRONGLY recommend that you FULLY insure the package you are returning. THIS IS FOR YOUR OWN PROTECTION in the event that the return package is lost or damaged by the carrier. We also recommend that you acquire tacking for the package for proof of delivery. Zanadia.com is not responsible for returned items lost or damaged in transit.

#### Exchanges

We are happy to provide you with an exchange for your returned item. Please let us know what you would like for an exchange. We will check availability and ship the exchange to you once we receive your return. If the exchange qualifies for free shipping, we will ship it at no cost to you.

Item number	Item description	Reason?	Exchange?
			Y / N For: _____
			Y / N For: _____
			Y / N For: _____
			Y / N For: _____
Comments:			

RMA: \_\_\_\_\_

**Zanadia.com**  
ATTN: Returns  
17200 244th Ave NE  
Woodinville, WA 98077