

RETURN POLICY

Zorachka wants you to be satisfied with your new purchase. However, if you need to return your Zorachka product, we're happy to help.

If, for any reason whatsoever, you are not satisfied with the Zorachka product ordered by yourself or given to you as a gift, you may exercise your right to return this product within 30 calendar days from the date on which you or the person who gifted the product to you ("Original Purchaser") received it from the Zorachka online store (www.zorachka.com).

The product must be returned to Zorachka at your own expense by dispatching the package through a shipping agent of your choice. It is necessary to contact our Support team and complete the necessary forms available on the Zorachka website in accordance with the instructions provided by the Zorachka Support team.

It is not possible to return a product in exchange for another. Only products that have been purchased directly from Zorachka via the Zorachka online store can be returned to Zorachka. Zorachka products purchased through other retailers must be returned in accordance with the retailers' respective returns and refunds policies.

TERMS AND CONDITIONS OF RETURN

The right to return the product shall be deemed correctly exercised once the following conditions have been fully met.

1. The necessary forms available on the Zorachka website are completed in accordance with the instructions provided by the Zorachka Support team and submitted to Zorachka within 30 calendar days from the date on the Original Purchaser's receipt thereof.
2. You have obtained the return authorization number from the Zorachka Support team.
3. The product has not been used, worn, washed, modified or damaged.
4. The product is returned in its original packaging, with all materials, accessories, cords, adapters and documentation that were received by the Original Purchaser and in a new, unused state in perfect condition.
5. Zorachka must receive the returned product at your own expense within 15 calendar days after the issue of the return authorization number.

Package the product in a way that will avoid damage in transit. Zorachka is not responsible for any damage to the product that occurs in the process of transit to Zorachka.

If you have fulfilled all requirements set forth above, Zorachka shall refund you the entire price for the returned purchased products. Any duties, taxes and fees you have paid for the delivery of the purchased product shall not be refunded.

If you have not fulfilled all requirements set forth above, you will be notified that the returned product cannot be accepted. In this case, you may choose to have the product returned to you at your own expense. If you refuse the return and/or any of its terms, Zorachka reserves the right to retain the product and the amount paid for the product.

REFUND TIME AND PROCEDURE

After Zorachka has received the returned product and accepted that the product meets all stated requirements, you will be informed by the Zorachka Support team that the returned product has been accepted.

You may expect to see the refund credit in your account within 30 calendar days from the moment you inform Zorachka of your decision to exercise your right to return the product, and once Zorachka has checked that the return was carried out in compliance with the above conditions.

Credit will be issued in the same form as your original purchase payment.

CONTACT US

Zorachka Support team:
support@zorachka.com

Updated June 12, 2020