

# ZOTA USA INC. Return Policy

Revised on December 6, 2004

ZOTA USA INC. guarantees the quality of our merchandise and ships or delivers correct orders to you.

If we make any errors on your order including wrong item number, size, color, as well as any defects or damages before the merchandise is sold by you, we will fix the order immediately at no charge. You can get the full refund (your full purchase price for the certain items and the shipping charge) or replacement if you contact us within two business days after receive your order. A credit will be issued as soon as we receive your returned merchandise. Meanwhile, we will do our best to minimize any errors by helping you collect the necessary information when making your order.

There is a \$25.00 charge on a return check (bounced check). You may return your merchandise within 30 days of delivery or shipping with RMA# (return merchandise authorization number), however, you must pay the shipping charge for the returned merchandise if the return is a result other than our errors. After 30 days, there is an additional restocking fee that is 25% of total amount of the identical items.

We will be happy to assist you! If the merchandise is damaged during shipping, you must save all packaging materials and paperwork.

Please ship the item, along with a copy of the invoice or packing list, by a method that is insured and traceable, to the following address:

ZOTA USA INC.  
17005 Evergreen Place, Unit B  
City of Industry, CA 91745

Please **NOTE** that we cannot accept returns of following items and certain conditions.

- Any item that is returned more than 30 days after delivery or shipping.
- Any item that is not in its original condition, or is damaged.
- Any close out items at any conditions.
- Any error item that we are informed over two business days after you receive.

## **Return Policy Abuse:**

Because of a growing problem with abuse of our return policy, we reserve the right to discontinue filling orders for stores or companies that abuse the policy.

**Please** read this police carefully. If you agree, please sign your name and date bellow.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_