

Returns and Exchanges

Your satisfaction is important to us and we encourage you to learn as much as possible about our products prior to placing an order. To this end we encourage you to contact our Customer Service with any questions you may have prior to purchasing. Customer Service can be reached at (201) 453-0637 or by email at service@zepter-usa.com.

In case your order arrives damaged or defective, or if you receive the wrong products, we will arrange for a refund or exchange, and will cover any shipping costs incurred in the process. Customer must notify us within 2 business days in order to claim that they have received a damaged, defective or mistakenly shipped product. Customer Service can be reached at **(201) 453-0637** or by email at service@zepter-usa.com.

A customer may return any unopened and unused items within 3 days of receiving the product. In such cases they need to contact our Customer Service department to obtain a Return Authorization. Customer Service can be reached at (201) 453-0637 or by email at service@zepter-usa.com. Refunds will only be issued once the item is received back at our shipping facility and determined to be unopened and unused.

A customer may return certain items within 3 days of receiving them, even if they have been opened and used. The item must be in a 'like new' condition and include all original packaging. In such cases a 25% restocking fee will be deducted from the refund amount, without exceptions. Please note that skincare items, lotions, creams, cleaners and detergents do not qualify under this provision and cannot be returned once opened. To initiate a return, contact our Customer Service department to obtain a Return Authorization. Customer Service can be reached at (201) 453-0637 or by email at service@zepter-usa.com. Refunds will only be issued once the item is received back at our shipping facility and determined to be in 'as new' condition.

Warranty

We offer 30 Days Warranty on all products directly with us except products with spicule warranty issued by Zepter International USA (in written and/or with certificate).

This means if the product breaks down or malfunctions within the first 30 days of you receiving it, you can ship the defective item back to us and we will either send you a new one or issue you a refund for the defective item.

The warranty does not apply to miss used /or miss handled.

To process warranty issues, please email us at service@zepter-usa.com, for fast processing. Thank you!