

RETURNS

Our policy lasts 7 days. If 7 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

To be eligible for a return, your item must be unused and in the same condition that you received it. For products It must also be in the original packaging.

Services are exempt from being returned, If specified may be eligible for partial refund for unutilized period.

Refunds (if applicable)

Once your return is received and inspected / reviewed, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at dxb@zen.ae.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale or discounted items cannot be refunded.

Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at dxb@zen.ae

Shipping

To return your product, you should mail or ship your product to: 703, Al Mankhool Building, Bank Street, Bur Dubai, Po Box 125142, Dubai, UAE.

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.