

ZYRO WEAR

FREQUENTLY ASKED QUESTIONS

Quick answers to common customer questions

1. What is the price of the jerseys?

The price may vary depending on the product selected and the offers available on the ZYRO Wear website. Product prices displayed on the website are subject to change.

2. Are the discounted prices available for a long period?

Discounted and promotional prices may be available for a limited period only and may be changed or withdrawn without prior notice. Customers are advised to check the current price displayed on the website before placing an order.

3. What sizes are available?

Available sizes may vary depending on the product. Please refer to the Size Guide and the individual product details on the website before placing your order.

4. How can I place an order?

Select your preferred product and size on the ZYRO Wear website, provide the required delivery details, complete the online payment, and wait for the order confirmation from ZYRO Wear.

5. Is Cash on Delivery (COD) available?

No. ZYRO Wear does not offer Cash on Delivery. All orders must be paid online before the order is confirmed and processed.

6. How is my payment confirmed?

All payments are subject to confirmation by ZYRO Wear. Once the payment is successfully received and verified, the order confirmation will be communicated to the customer through the registered contact details.

7. What should I do if my payment is stuck or the order is not reflected?

If the payment is stuck, deducted from your account but the order is not reflected, or you do not receive an order confirmation, please contact ZYRO Wear. Our team will verify the payment status and provide the necessary support.

8. How long will delivery take?

Standard delivery generally takes 3–7 business days after dispatch. Delivery timelines may vary depending on the destination, courier service, and other circumstances beyond our control.

9. Do you provide delivery across India?

Yes. ZYRO Wear provides PAN-India delivery to serviceable locations.

10. How can I track my order?

Once your order is dispatched, tracking details will be shared through WhatsApp and/or the email address provided while placing the order.

11. Can I exchange my jersey?

Eligible exchange requests can be submitted through the ZYRO Wear website within 72 hours from the date of delivery. The product must meet the applicable exchange conditions.

12. What if the 72-hour exchange period has expired?

The website will not allow an exchange request to be raised after the 72-hour eligibility period. For any exceptional concern or assistance, customers can contact ZYRO Wear through Call/WhatsApp at 7200515977.

13. Can I choose an alternative product instead of a refund?

Yes. For an approved exchange/return, customers may choose an available alternative product, subject to stock availability and the applicable product value.

14. Can I get a 100% refund?

Yes. For an approved eligible return/exchange request, the customer may choose a 100% refund of the eligible product amount instead of an alternative product.

15. Can I exchange a used or washed jersey?

No. Products must be unused and unwashed, with the original tags and packaging intact, to be considered for an exchange or refund.

16. What should I do if I receive a damaged or wrong product?

Please raise the exchange request through the website within 72 hours of delivery and provide the required order details and photographs/videos if requested for verification.

17. How can I contact ZYRO Wear for support?

For any order, payment, delivery, exchange, refund, or other concerns, contact us at 7200515977. You can call or send us a message through WhatsApp.

CUSTOMER SUPPORT
7200515977 • Call / WhatsApp

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