

ZYRO WEAR

RETURNS & EXCHANGES POLICY

Clear and simple guidelines for exchanges and refunds

1. Returns & Exchanges

ZYRO Wear wants every customer to have a smooth shopping experience. Eligible customers may request an exchange or choose an alternative product or a 100% refund, subject to the conditions below.

2. Exchange Request Period

Exchange requests must be raised within 72 hours from the date of delivery.

- Customers can submit an exchange request directly through the ZYRO Wear website.
- The website will allow an exchange request to be raised only within the 72-hour eligibility period.
- After 72 hours, the website will no longer allow the customer to submit an exchange request.

3. Eligible Reasons for Exchange

An exchange request may be considered for the following reasons:

- Wrong product received.
- Wrong size received due to an order/fulfilment error.
- Product received damaged.
- Manufacturing defect identified upon receipt.

4. Conditions for Exchange

To be eligible, the product must meet the following conditions:

- The product must be unused and unwashed.
- Original tags and packaging should be intact.
- The product must not be altered, damaged, stained, or otherwise used.
- Clear photographs/videos of the product, packaging, and issue may be required for verification.
- Approval is subject to verification and availability of the requested alternative product or size.

5. Alternative Product or 100% Refund

For an approved return/exchange request, the customer may choose one of the following two options:

- Option 1 – Alternative Product: Choose an available alternative product of equivalent value, subject to stock availability.
- Option 2 – 100% Refund: Choose a 100% refund of the eligible product amount instead of an alternative product.
- If the selected alternative product has a higher value, the applicable price difference must be paid before dispatch.
- If the selected alternative product has a lower value, the applicable difference will be handled through ZYRO Wear's refund/settlement process.

6. Non-Eligible Products / Requests

The following may not be eligible for exchange or refund:

- Products that have been used or washed.
- Products without original tags or packaging.
- Products damaged due to customer handling or misuse.
- Products altered, customised, or modified at the customer's request.
- Requests that fall outside the 72-hour exchange eligibility period.
- Issues arising from normal wear and tear after use.

7. Refund Processing

If the customer selects the 100% refund option and the request is approved, the refund will be processed for the eligible product amount.

- Refund processing time may depend on the original payment method and the payment gateway or banking partner.
- The customer will be notified once the refund has been initiated.

8. Exchange Request & Support Process

For requests within the 72-hour eligibility period, customers should use the exchange request option available on the ZYRO Wear website.

- Complete the exchange request with the required order and product details.
- Upload photographs/videos if requested for verification.
- Do not send the product back until ZYRO Wear provides return/exchange instructions.
- If the 72-hour period has expired, or if you have another exchange-related concern, please contact ZYRO Wear directly.

9. Customer Support

For assistance with exchange requests, refunds, or any other concerns, please contact ZYRO Wear:

- Phone / WhatsApp: 7200515977
- Customers may call or send a message through WhatsApp.
- Please keep the order number and registered contact details ready for faster assistance.

CUSTOMER SUPPORT
7200515977 • Call / WhatsApp

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