



## STATEMENT OF REFUND/RETURN POLICY

Original sales receipt must accompany returns.

We accept returns for exchange or refund 7 calendar days after delivery of the product. At our sole discretion after 7 calendar days, we will offer an exchange or store credit only. Items must be in "new, unaltered and unused condition". Definition of new, unaltered and unused condition is:

- -without being opened or tampered with in anyway – “broken seal”
- -within 7 calendar days of the delivery date (after 7 days no returns are allowed)
- -must not be a special order or a custom order
- -unless noted that it cannot be returned or has a different return policy time period other than that 7 days noted in that item's particular item description.

If an item is received damaged or is incorrectly shipped by us please contact [rh@zakiasmorocco.com](mailto:rh@zakiasmorocco.com) immediately. Items that are defective and shipped from us or items that you did not order but received from us will qualify for store credit or a cash refund.

Refunds are contingent upon inspection of item(s) once we receive it.

There is a 15% restocking fee for returned items that are not being exchanged and are not damaged. Again, you **MUST** contact us within 7 days if you intend to return ANY item back to our store. Items returned to us **AFTER** 7 days and **WITHOUT** contacting us will **NOT** be refunded.

Customer is responsible for all shipping costs if seller is not at fault.

Contact Information:

Please email [rh@zakiasmorocco.com](mailto:rh@zakiasmorocco.com) for more information on returning an item.

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