

Returns and Exchanges

This Returns and Exchanges Policy is hereby incorporated into and is a part of the Terms & Conditions (Regulations of the Internet Shop).

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 department 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

If your order arrives damaged or the product is 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. However, Customers must notify us within 24 hours of receiving your order to return and receive a refund for, or to ask for an exchange of damaged, defective or mistakenly shipped products. Report damage directly to the delivery person and clearly mark the bill of lading as "DAMAGED". Report all damage by phone at (201) 453-0637 or by email at service@zepter-usa.com.

If you receive the merchandise you ordered and it is not defective, but you are nonetheless unsatisfied with your purchase, you may return any unopened and unused items within 3 days of receiving their order. A 25% restocking will apply if the item has been used. Please note that skincare items, lotions, creams, cleaners and detergents cannot be returned once opened.

Certain products carry manufacturer's warranties. Warranty information for those products is available in product listings and / or on the respective manufacturer's website. If a product you purchased is subject to a manufacturer's warranty, you must return the defective product, postage prepaid, along with a copy of your original invoice or proof of purchase. Warranties do not cover products that have been misused, abused or that have been modified in any fashion. Normal wear and tear is also not covered. To satisfy any warranty requirements, we will replace or repair (at our discretion) any warranted product that proves to be defective as a result of parts used or workmanship or otherwise as covered by the applicable manufacturer's warranty. We reserve the right to withhold replacement or repair until we've had a chance to inspect the product.

Refunds will be issued only after the item has been received at our shipping facility and determined to be unopened and unused, and if you contacted us within the applicable timeframe set forth herein.

To initiate a return or exchange, please contact our Customer Service department to obtain a Return Authorization Form and instructions and information on next steps. Customer Service can be reached at (201) 453-0637, or by email at service@zepter-usa.com.