

ZENANA

E-Commerce Department

IF AN ITEM IS DAMAGED OR MISSING FROM YOUR ORDER, PLEASE CALL CUSTOMER SERVICE WITHIN 48 HOURS UPON RECEIVING THE ORDER.

Return Authorization Form

If for any reason you are dissatisfied with any of our products, we will assist you with a prompt return or exchange. All returns & exchanges must be notified within **5 BUSINESS DAYS** upon receiving the order. Return refunds will be issued back after we receive the items and after they are inspected by our Return/Exchange Department. **ITEMS MUST BE UNOPENED AND INCLUDE ORIGINAL MANUFACTURE'S PACKAGING.** Returns must be unworn, unaltered and unwashed with all tags. **Customers will assume return shipping costs and a 20% RESTOCKING FEE.** We will not issue a return authorization for damages and claims after indicated dates. ***REFUNDS ARE NOT AVAILABLE – ONLY STORE CREDIT IS AVAILABLE.** REFUNDS WILL NOT BE ISSUED. **** ALL CLEARANCE ITEMS ARE FINAL SALE – THEY CAN NOT BE RETURNED. *** ALL RETURNS MUST HAVE A RETURN AUTHORIZATION NUMBER.**

Customer Information

Company Name: _____
Order number: _____
Order Date: __/__/_____ Today's Date __/__/_____
E-Mail Address: _____
Contact Number: _____
Contact Person Name: _____
Platform used: EZENANA FASHIONGO LASHOWROOM ZENANAOUTFITTERS.COM

Product Information

QAUNTITY	COLOR	STYLE NUMBER	RETURN REASON

ADDITONAL COMMENTS

SHIPPING INSTURCTION

Send the product(s) you wish to return along with this form and copy of invoice to:

**ZENANA – IT DEPARTMENT(RETURN)
1100 S. SAN PEDRO ST #M-10
LOS ANGELES, CA 90015**