



Web Return & Exchange Form

Name: _____ Invoice Number: _____

Address: _____

City: _____ State/Province: _____ Zip/Postal Code: _____

Country: _____ Phone: _____ Email: _____

* Contact information is only used for request processing and will not be used for marketing purposes or shared outside of Z Laboratory Limited.

Items to Refund or Exchange

* Shipping, handling or other additional charges are non-refundable

PRODUCT CODE	REFUND / EXCHANGE	EXCHANGE FOR	REASON

Items to Repair

PRODUCT CODE	PROBLEM DESCRIPTION

* Prior to making the request, you must first notify us via email to support@zlabwatch.com, enclose with the completed Web Return & Exchange Form. Once the request is approved, you will be emailed your **Authorization Number** to proceed with the actual return by mail. The authorization number will be valid for 7 days upon approval. **Any return without our approved authorization and the original invoice will NOT be accommodated.** ZLAB reserves the right to refuse returns and exchanges not in accordance with its policy.

RETURN/ EXCHANGE POLICY

- The merchandise must be returned within **14 Days** from date of invoice. The merchandise must be in unworn and undamaged condition.
- Requests will **NOT** be processed without original invoice provided. Customers are responsible to keep all invoices.
- The merchandise must be returned in its original full packaging.
- Shipping, handling or other additional charges are non-refundable. We will not accept CODs or third party billing for returned items.
- Customer is responsible for the shipping cost plus relevant insurance charges or other cost involved with returning the product back to us.

REPAIR POLICY

- For the warranty period of **2 Years** after original purchase online, repair of product is free of charge (subject to each request). The Limited Product Warranty starts on the date of delivery with your original invoice as a proof of purchase.
- Broken warranty seals will void all warranties. For more details, please visit www.zlabwatch.com.

INSTRUCTIONS

- All web purchase returns and exchanges of ZLAB merchandise should be shipped along with the authorized number of the "Web Return & Exchange Form" and the original invoice, in a well-sealed box. The authorized number must clearly marked on the shipping label.

DECLARATION: I declare under penalty of perjury that the information provided on this form is true and correct. I also understand that ZLAB reserves its right to accept or reject this application according to each circumstance.

Signature

Printed Name

Date (mm/dd/yyyy)