

Zoxhins Market Product Return Policy

At Zoxhins Market, we strive to ensure our customers are completely satisfied with their purchases. If for any reason you are not satisfied with your order, you may return your product within 2 days of receipt.

Return Conditions

1. **Eligibility:** The product must be in its original condition, unused, and in the original packaging with all tags attached.
2. **Time Frame:** Returns must be initiated within 2 days from the date you received the product.
3. **Proof of Purchase:** A valid receipt or proof of purchase is required for all returns.

Return Process

1. **Initiate a Return:** Contact our customer service team at customer service email :support@zoxhins.com /phone number: +91 8989784821 to request a return authorization.
2. **Prepare Your Package:** Repack the product securely in its original packaging, including all accessories, manuals, and documentation.
3. **Shipping:** Once you receive the return authorization, send the product back to us at the provided address. You will be responsible for the shipping costs unless the return is due to a mistake on our part.

Refunds

1. **Inspection:** Once we receive your returned product, we will inspect it to ensure it meets the return conditions.
2. **Processing Time:** If the return is approved, we will process your refund within 7 business days.
3. **Refund Method:** Refunds will be issued to the original payment method. Please note that it may take additional time for your bank or credit card company to process and post the refund to your account.

Exchanges

We currently do not offer direct exchanges. If you wish to exchange a product, please return the original item for a refund and place a new order.

Non-Returnable Items

Certain items are non-returnable, including:

- Items marked as final sale
- Gift cards
- Personalized or custom-made products

Contact Us

If you have any questions or need assistance with your return, please contact our customer service team at customer service email :support@zoxhins.com / phone number: +91 8989784821.

Thank you for shopping with Zoxhins Market!