

## RETURN POLICY

This policy applies to products and services selling on this website (<http://www.theexzone.com>) only.

### 1. Returns

All returns must be postmarked within fourteen (14) days of the purchase date. All returned items must be in new and unused condition, with all original tags and labels attached.

#### 1.1 Return Process

To return an item, please email customer service at [customerservices@theexzone.com](mailto:customerservices@theexzone.com) to obtain a Return Merchandise Authorisation (RMA) number. After receiving an RMA number, place the item securely in its original packaging, and mail your return to the following address:

The Ex Zone Limited

Attn: Returns (RMA #)

Unit 22 Lyon Road

Hersham

Surrey

KT12 3PU

United Kingdom

#### 1.2 Return Shipping

##### **Return shipping charges for the United Kingdom (England, Wales, Scotland, and Northern Ireland):**

**Faulty items:** Return shipping charges will be paid or reimbursed by The Ex Zone Limited.

**Non-faulty items:** Purchasers will need to cover the return shipping charges.

##### **1.3 Return shipping charges for other countries outside of the United Kingdom:**

**Faulty and non-faulty items:** Purchasers will be required to pay the return shipping charges.

### 2. Refunds

After receiving purchasers' return and inspecting the condition of the returned item, we will process a refund or exchange. Please allow at least fourteen (14) days from the receipt of the returned item to process the refund or exchange. Please note that extra time may be needed for faulty items

return. We will notify purchasers by email when the return has been processed.

### 3. Exceptions

Any bespoke items that are made specifically as per request are not applicable to this Return Policy. Bespoke items made to order are non-returnable and non-refundable.

### 4. Questions

If you have any questions concerning our return policy, please contact us at:

+44 (0) 845 271 4141

[customerservices@theexzone.com](mailto:customerservices@theexzone.com)

Antony Castiglione  
Managing Director



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