

RETURNS

Q. How do I return a product I have purchased from Zilingo?

- In case you wish to return a product, please reach out to our customer support team at contact.sg@zilingo.com or call on +65 3158 0054. The team will send you a return form.
- Kindly fill the form with the details of the product you want to return and attach supporting images, especially if the product to be returned is a damaged / defective.
- Repack the item after inserting the Return Form into the package.
- A pick up will be scheduled by our logistics partner and the parcel will be picked up from you within 3- 5 working days

Q. Can I return an order for exchange instead of refund?

If you would like to return a product of wrong size/color and exchange it for a new one, a refund will be processed for the original order and you can then place a fresh order for your desired product.

Q. In which situations can I request for a return?

A return can be requested in case of the following situations:

- Item was defective
- Item was damaged during shipping
- Wrong item was sent by the seller (Please note that the product image as seen on the Zilingo mobile application/website may or may not be an exact representation of the product shipped to you)
- Wrong size/specifications

Q. Are there any items not eligible for return?

Yes, given below is the list of products not eligible for return:

- Lingerie and Nightwear
- Swimwear

- Shapewear
- Underwear
- Socks
- Earrings
- Opened & used cosmetic items
- Items found with traces of wear & tear
- Electronics under warranty: In case the buyer receives the product in decent condition with no damage, but encounters problems with it after 7 days, please contact the brand of the electronic product directly
- Non-damaged, non-defective electronics with broken seals / tampered bar codes

Q. Can I return/ exchange a part of my order?

Yes. In this case, you can send us the Sub Order ID (SOD) of the concerned product, and we will process your request accordingly.

Q. Do I have to bear the shipping cost for a returned / exchanged product?

You are not required to pay any shipping fee for returns/ exchange. It is completely free for you.

Q. What is the time period within which a product is eligible for return?

The time period varies by product category and is given below:

Category	No. of days for return after delivery
Fashion items (Clothing, accessories, bags, wallets, shoes, jewellery, unused and sealed beauty products)	14 days
Non- fashion items	07 days

Please note that to be eligible for return or refund, the product must be in its unused, original condition, with original tags still on, and in the original packaging.

Q. Can the items be returned after the policy period?

Sorry, no items can be returned after the mentioned policy period.

Q. Do you perform a quality check before accepting a return?

Yes, all products are checked for the following conditions:

Correct product: The product must have the original tags/ MEI/name/image/brand/serial number/article number/bar code.

Unused product: The product should be unused, unwashed and unsoiled.

Undamaged packaging: The original packaging of the product should be undamaged.

REFUNDS

Q. How will I receive my refund?

- On the receipt of your parcel, a quality check will be done by our team, which may take up to two days.
- Provided the product passes the quality check for returns (described above), the amount will be credited to your account.
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Q. How long will it take to process my refund?

- Once the product has been received by us and has passed our quality check, we will refund the amount within 7-14 working days. The eventual date when the amount gets credited to your account will depend on your bank's policy and payment method used.

Q. Can I track the status of my refund?

Yes, please feel free to write to us at contact.sg@zilingo.com or call at +65 3158 0054 to enquire about the status of your refund.

Please note that the above stated policy does not hold for products shipped from across border. Returns and refund issues in those cases will be taken-up and resolved on a case by case basis. Please contact customer care for more details.