



ZINNIA GLOBAL SDN. BHD. (783879 D)

503, Block A, Pusat Dagangan Phileo Damansara 2, Jalan 16/11, Sek 16,
46350 Petaling Jaya, Selangor, Malaysia.

☎ : +603 7954 8588

✉ : info@zinnia2u.com

🌐 : www.zinnia2u.com

Return & Exchange Policy

Last modified 19th Dec 2024

1. Goods sold are not returnable or exchangeable. Zinnia is generally glad to accept return or exchange due to manufacturing defects. Should customers encounter item(s) with manufacturing defects, kindly contact us at admin@zinnia2u.com or via WhatsApp [+6013 393 9153](tel:+60133939153) within 24 hours from the date receipt. However, this guarantee does not extend to damage or contamination due to expiry, negligence or deliberate acts.
2. ZINNIA will not accept return reasons to exchange product A to product B.
3. Necessary Procedures for Return and Exchange: Notify ZINNIA within 48 hours after the goods receive, wait for the approval and send back the defective item within 7 working days, provide invoice/cash bill number; else the return or exchange will not go on. Company will not accept any delayed request for return or exchange. Return costs are borne by the customer.

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Selangor,
Malaysia.

4. Return and Exchange Method (For Malaysia Address) :
 - Exchange for the same product: ZINNIA will re-deliver the product after completing and confirming the procedures, without additional courier charge (for re-deliver).
 - A replacement product (subject to availability) or product of the similar value will be shipped within a minimum of 7 working days upon receiving the defective item(s).



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Return & Exchange Terms and Conditions

1. All returns must be sent back to the above address with prior authorization email or WhatsApp notification
2. Returned item(s) must be in their original packaging. Incomplete returns may be refused or disregarded.
3. Unauthorized returns and items bearing different Quality sticker numbers will be refused or disregarded.
4. Returnable and Exchangeable only valid with prior authorization email and customers are responsible for the return shipping fees.
5. ZINNIA is not responsible for items lost and cost of shipping return the product to the company.
6. ZINNIA reserves the right to replace the item subject to availability of stock.
7. ZINNIA will be responsible for re-shipping costs if the defective claim is confirmed to be valid.
8. ZINNIA reserves the right to decide the re shipping methods.
9. Unclaimed Packages
All unclaimed or refused shipments returned to ZINNIA by the courier are subject to any "return way" only one time shipping charges paid by the company to send the parcel.
10. All the translations other than English are provided for reference only. If there is any inconsistency between translations, the English version shall prevail.