

These terms and conditions may change

Zepter International Canada Inc. reserves the right to update or modify these Terms and Conditions at any time without prior notice. For this reason, we encourage you to review these Terms and Conditions whenever you purchase products from us or use our Web Site.

Returns And Exchanges

Zepter International Canada Inc. only accepts returns on out of the box Damaged or Defective products or incorrect items sent to you. Refunds or exchanges will only be issued in these circumstances. We will refund the return's shipping cost after the items are returned and examined in any of these scenarios. In order to keep our prices low we cannot accept refunds or exchanges other than the reasons mentioned above. Refunds are processed within 5 Business day of receiving the item back to our warehouse.

Warranty

All items purchased directly from Zepter International Canada Inc. are covered by their special warranties issued on the item documents. Please review each item's documents to view the warranty information. Additionally, we offer a 15 Day limited warranty on all products purchased directly from Zepter International Canada Inc. The 15 day limited warranty only covers out of the box damaged or Defective products. This means if the product breakdowns or malfunctions within the first 15 days of you receiving the product, you can ship the defective item back to us for reviewal, and we will either ship you a new one or issue you a refund for the defective item. The warranty do not apply for miss use and /or miss handling. Normal wear and tear is also not covered by the manufacturer's warranties. We reserve the right to withhold replacement or repair until we've had a chance to inspect the product and a reviewal is conducted to insure the validity of the warranty claim.

Please contact Zepter International Canada Inc. through email at, info@zepterinternational.ca , if you require assistance with identifying an item's specific warranty.

Items not purchased from Zepter International Canada Inc. directly, will not be eligible for warranty claims, warranty repairs, and/or warranty replacements. You must contact the original source the item was purchased from for warranty assistance. Zepter International Canada Inc. is not obligated to repair or replace items not purchased from us directly.

In special circumstances, if possible Zepter International Canada Inc. may be able to assist with repairing items not purchased from us directly, but the customer will be responsible to pay for any repair and shipping costs that occur. Please feel free to email us for further assistance at info@zepterinternational.ca

To process warranty issues for items purchased directly from Zepter International Canada Inc., please email the following information to info@zepterinternational.ca. A representative will contact you within 5 business days to advise on what the next steps are.

- * Email Address

- * First and Last name of the original customer (As shown on the purchase document/Invoice)

- * Name and product of code of the item with the issue.

- * A copy of the item's purchase document (i.e. Invoice, Receipt, purchase contract, etc.)

- * Details of the claim (what is the issue with the item?)

- * If possible, photos/videos of the item with the issue