

## **Return Merchandise Authorization (RMA)**

Thank you for purchasing merchandise from ZOTA USA INC. We are committed to your satisfaction. We will happily process your return or exchange request according to our Return Policy and Terms of Sale, but please follow our procedures.

To ensure that you are properly credited, a completed Return Merchandise Authorization (RMA) Request must be submitted before any returns are accepted. No returns are accepted without RMA number.

### **Instructions:**

1. Please fill out the RAM Request completely. Incomplete or incorrect information may cause delay or be refused.
2. Do not return any items without a RMA Number which will be provided after submission of this RMA request. Items returned without a RMA number will be refused.
3. If this RMA application is approved, your RMA number must be clearly marked on the outside of the shipping carton(s), or the package(s) will be refused.
4. If you purchase whole case(s), you must return the entire carton(s) with all sizes. No open box can be accepted.
5. After you fill out the form, please fax or mail the form to us. The fax number is (626) 839-8558. The contact phone number is (626) 839-8668. Please find the mailing address bellow.
6. Send the merchandise to the following address:

**ZOTA USA INC.  
17005 Evergreen Place, Unit B  
City of Industry, CA 91745  
Tel: (626) 839-8668**

### **Notice:**

Returns are processed within 10 business days from receipt and refunds are credited in 2 weeks of processing. A 15% restocking fee is applied to cover our return processing, packing shipping, and other restocking expenses unless we made an error. A higher restocking fee will be charged for any damage done to the items returned or if the items are returned in not-new condition.

