



*Innovative Ideas That Make Life Easier™*

## **Consumer Product Limited Warranty Policy**

*Zadro Products* are warranted to be free of initial defects for material, mechanical, electrical and/or cosmetic workmanship for a period of ninety - [90] days from date of consumer purchase.

**Should the consumer experience a product defect covered under the expressed warranty period, the consumer has the option to either:**

1. Return merchandise to original place of purchase for repair, replacement or credit, in accordance with said retailer's consumer return policies.

**Returns:** Contact customer service for all Return Merchandise Authorization Numbers (RMA). Returns must be prepaid. Returns will be declined in warehouse if proper paperwork and assigned RMA#s are not authorized prior to shipping to manufacturer. Initially defective products covered under the expressed warranty period may be returned for full credit with prior written authorization from the factory. Freight to be prepaid by shipper.

**Restocking:** Subject to 20% restocking fee. Custom orders cannot be returned.

2. Return merchandise to *Zadro Products* for repair or replacement only.

- o Call or Email to Receive a return Merchandise Authorization Number
- o Initially defective consumer returns are to be shipped prepaid to the factory at customer expense. Return freight to consumer paid by *Zadro Products*. [See Item 1 Below.]
- o The consumer must provide their current return address and telephone number for processing.
- o **Valid proof of purchase must accompany the return.**
- o **Copy of Sales Receipt from original place of purchase.**

1. A \$10.00 (\$5.00 for shower mirrors) processing fee in the form of check, money order or valid credit card for shipping and handling must accompany the return.

a.Consumer will be contacted by telephone by *Zadro Products* customer service department, should shipping and handling fee not accompany the return.

b.Consumer repair or replacement returns will not be processed until *Zadro Products* receive payment.

2. *Zadro Products* will notify the consumer in writing, should the customer's return for repair or replacement not be covered under the expressed warranty period.

- A detailed explanation will state the company's position for denying in warranty repair or replacement.
- Customer Abuse
- Missing Parts
- Damaged in Transit
- Product too old. Out of warranty period.
- Consumer will be notified in writing with written estimate to repair units not covered under warranty.

**Zadro Products, Inc.**  
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