

RETURNS

Q. What reasons are eligible for a return?

- Damage
- Defective
- Wrong item/color/size
- Missing Item/parts/accessories
- Missing item in one tracking number
- Expired Items
- Not as Described
- Product Quality
- Counterfeit Items

*Products are only eligible for return if a return request is sent in **within 7 days from the delivery date.***

Q. What are the items non-eligible for return and replacement?

- Lingerie and Nightwear
- Swimwear
- Shapewear
- Underwear
- Socks
- Opened & used cosmetic items
- Items found with traces of wear & tear
- Non-damaged
- Non-defective electronics with broken seals/tampered bar codes

Q. What reasons are eligible for a replacement?

Damaged, Defective, Wrong Item/color/size, Missing Item/part/accessories, Missing item in 1 shipment ID and expired items.

*For Zilingo Trade transactions, below 70% of the total volume orders can **ONLY** be exchanged. Above 70% of the order volume can be replaced or refunded.*

Q. How can I file a return complaint?

Buyer has to notify Zilingo within 7 days from the fulfilment date through our Customer Care team:

Mail: ztrade+ph@zilingo.com

Call: +63 2 8299 3020

Ensure to provide complaint description, receipt, invoice and proof of photo.

Q. What are the packaging guidelines for my return?

Items should be packed carefully, including its accessories, receipt/invoices, warranty slip. For buyers in “Unserviceable areas”, items can be returned to the nearest LBC. Additional packaging is required by LBC (bubble wrap, in carton, etc). Please provide the receipt and invoice to the Customer Care team at ztrade+ph@zilingo.com or +63 2 8299 3020 and Zilingo Trade will process a refund.

Q. Is there a fee when processing for a return?

None, it is free. However, in case that the return is non-serviceable by our 3PL courier, LBC will be an option where the buyer needs to pay for the return shipping cost which will be reimbursed by Zilingo Trade.

Q. Can I return a part of my order?

Yes, as long as the reason is eligible for return. In this case, you can submit your request to our Customer Care team at ztrade+ph@zilingo.com or +63 2 8299 3020 and provide supporting documentation and we will process your return accordingly.

REFUND

Q. What reasons are eligible for a refund?

- Damage
- Defective
- Wrong item/color/size
- Missing Item/parts/accessories
- Missing item in one tracking number
- Expired Items
- Not as Described
- Product Quality
- Counterfeit Items

Products are only eligible for refund when a request is sent within 7 days from the delivery date and approved.

Q. Can I request for a full refund?

For Zilingo Trade transactions, below 70% of the total volume orders can ONLY be exchanged. Above 70% of the order volume can be replaced or refunded.

Q. How can I file a refund request?

Buyer has to notify Zilingo Trade within 7 days from the fulfilment date through our Customer Care team:

Mail: ztrade+ph@zilingo.com

Call: +63 2 8299 3020

Make sure to provide complaint description, receipt, invoice and supporting documents.

Q. When will my refund be processed?

Zilingo Trade will process the refund after we received a request from the buyer and the processing will take up to 14 days from the requested date.

Q. What should I do if the amount refunded to me is incorrect?

If this is the case please contact our Customer Care team at ztrade+ph@zilingo.com or +63 2 8299 3020 and we'll try to sort it out for you as soon as possible. Please note that if one item from your entire shipment ID was refunded, the delivery fee for this item will not be included in the refund amount.