



All items can be returned within **30 days** of purchase. All of our items carry a one year warranty unless otherwise stated. In case of any defective parts, please provide pictures or video so we may provide a new replacement part after confirmation and receipt of the defective part. We strive to give you a better shopping experience and hassle-free returns. Under normal circumstances we will get back to you within 24 hours. Contact the ZENY customer support department [here](#) for assistance.

FAQs of Return & Refund

1. I haven't received my package

After we ship out your order, our system will automatically generate a confirmation email with the tracking number and tracking information. Please allow time for the systems to update. We kindly ask to try tracking the package online first, if no result, contact our customer service department and we will help.

2, I got an incorrect package, the item is not the one i ordered

Please take a picture of the item and the outside package with the tracking number and barcode, also the inside commercial invoice if there's one, then show us these pictures, we will help you check, either reship or refund.

3, Correct package received but accessories missing

Please come to us with the order number and pictures to show which part missing, We will reship the missing accessories to you soon after we get the message from you.

4, Package received but damaged or defective, what should I do?

Please contact our after sales department with a picture/video of the item/package for a replacement, replacement parts, a partial refund or full refund of purchase price.