

ZANURI

Return Policy

We take great pride in the craftsmanship and quality of our leather bags. If your item arrives damaged, we're here to make it right. If your leather bag arrives damaged, you have 14 days (2 weeks) from the date of delivery to request a return.

To be eligible for a return:

- The item must be unused
- It must not be washed or altered
- It must be in the same condition as when you received it
- All original packaging must be returned with the item

Returns that do not meet these conditions may not be accepted.

How to Start a Return

Please email us at **info@zanuri.com** with the following:

- Your order number
- Photos of the damaged item
- A brief description of the issue

We'll review your request and provide further instructions.

Return Shipping

Customers are responsible for return shipping costs unless the item was received in a damaged condition. We recommend using a trackable shipping method to ensure safe delivery back to us.

Refunds

Once we receive and inspect the returned item, we'll notify you of the approval or rejection of your refund. If approved, your refund will be processed to your original payment method within a few business days.