



Return Policy

Returns

- Returns are at the sole discretion of Zena Hospitality. Zenna reserves the right to refuse any returns at any time and for any reason.
- Returns must be received in UNUSED and SALEABLE condition and in their ORIGINAL packaging.
- Customers returning items will be charged a minimum 20% restocking fee and all freight charges both ways.
- Custom items cannot be returned.
- Manufacturer error returns (wrong color, wrong item) will be covered fully by Zenna. A return authorization and return label will be issued. The restocking fee will be waived
- A Return Authorization Form must be filled out completely and emailed to sales@zennahospitality.com to obtain a RA number.
- RA's will only be issued within thirty (30) days from your invoice date. Any returns requested after this time frame will not be reviewed on a case-by-case basis.
- RA number must be clearly written on all of the boxes being returned. Returns sent to an address other than the one listed above or without an RA number written on each box will be refused at the sender's expense.

Freight Claims

- Any external damage or loss must be claimed by consignee with carrier.
- All packages should be opened and inspected within 72 hours of delivery, to determine if there was any concealed damage.
- Please take a photo of the damaged items in order to expedite your claim.
- Credit Memo amount may differ from Return Authorization due to product not received in full.