



RETURN POLICY

Return & Refund Policy

- You may return an item for a refund of the merchandise total within 90 days of delivery. Contact our Customer Service Department so that we can contact our carrier to schedule a pick-up for the item. It can take between 3-7 business days for us to receive the return depending on your location. Return credits are issued within 48 hours once the item is received and inspected. Tracking can be provided at the time the return is scheduled. For additional information on your return please contact our customer service department.
- When you sign for delivery, even if the package appears only slightly damaged, please write "Package Damaged." **If the package looks significantly damaged, you may refuse delivery.** In this case, please notify us so that we can expect the return shipment. Once the package returns to us we will send you a new one right away.
- If you have already accepted the package and notice missing or damaged parts, please contact us right away and we will ship replacement parts free of charge. We usually only have a 48-hour window to file freight claims. If we cannot replace the parts, our carrier will pick up the original package and we will send you a full replacement.
- Prior to shipping, all products from ZLINE are individually inspected to verify that they leave our facility in brand-new condition. We package all our products well so they arrive on your doorstep undamaged. If your item arrived damaged or defective, we are happy to arrange for a prompt replacement. However, we

do not accept exchanges or returns on damaged product once the product has been installed or used. If you feel that the product is not working correctly after installation, please contact the **Service** dept.

- **All returns must have return authorization (RMA) from ZLINE Vendor prior to shipment.** Prior to the return shipment, contact our customer service for a Return Authorization (RMA) number.

For email support, please email: **costco@zlinekitchen.com**

To initiate a return, please call Customer Service at **614-777-5004**

Hours of operation - **Mon-Fri 6 AM - 4:30 PM PST**