

RETURN POLICY

- We will accept the return of any UNOPENED PRODUCT with a 30% RESTOCKING FEE within 30 days of the invoice date for credit towards your account.
- All returns require a RETURN AUTHORIZATION TICKET from Zuo Modern. Any returns without this ticket will be refused by the warehouse.
- We DO NOT provide payment for RETURN SHIPPING except for defects or order processing irregularities.

How to process a return

1. Please call Zuo Modern at 510-877-4087 for RETURN AUTHORIZATION TICKET.
2. Once you get a RMA #, fill out the Return Authorization Form and fax it to 510-667-0020 or email it to your assigned customer service representative.
3. All Zuo Modern products are sealed with a logo tape. The tape must be INTACT to be considered an unopened return or exchange.
4. If the return is an exchange for damaged merchandise, Zuo Modern will issue a UPS CALL TAG. Otherwise the retailer is responsible for all return shipping.
5. Credit towards your account will occur as soon as product is received and immediately inspected by Zuo Modern.

Return Address

Zuo Modern, Inc.
2800 Miller Street
San Leandro, CA 94577

NOTE: All requests for returns must be by the RETAILER and not the END USER. All end users must contact the RETAILER they originally ordered from if they wish to make a return.

Please be aware that furniture is highly susceptible to damage during transit. We take great care to pack shipments so that they will arrive safely, so be sure to retain the original packing materials, original receipt and all merchandise tags for any item that you wish to return to us.