

Return and Cancellation Policy:

Eligibility Criteria for cancellation:

Cancellation is allowed only before the order is confirmed by the seller. You can raise a cancellation request via the Customer Care form.

Eligibility criteria for return:

- Products are eligible for return if the items are:
 - Damaged
 - Defective
 - Wrong item/color/size
 - Missing item/parts/accessories
 - Expired Items
 - Not as described in product details
 - Counterfeit Items
- The buyer can raise a return request within 4 working days (7 working days for THA) after the order has been delivered

Return Process and Required Proofs:

- Buyer can raise return request via the Customer Care form that is available on Zilingo Trade
- While raising a return request, buyers will have to upload images/videos of products delivered showcasing the issue with the product along with the shipping label

Guidelines for images/ videos to be provided while raising a return request:

Images/ videos of the product(s) indicating the issue in the delivered order. The images/ videos need to capture the following:

For Images:

- (a) Shipping label with Order ID
- (b) Packed Shipment
- (c) Ordered products with original tags
- (d) Issue observed in the product
- (e) Damages to the product

For Videos:

- f) Unboxing/ normal video clip indicating the issues in the order delivered. The video clip needs to capture all sides of the package, order details, shipping label, quantity of the product, damages in the product, any tampering with the outer box, etc.

Return Logistics and Shipping Cost:

- Zilingo will provide return logistics in all our serviceable areas. If our logistics services are not available then the buyer/seller can self ship. For IDN, the Customer Care team will direct the customer to the seller if the reason for return is due to the seller's fault or reject the return request if it is the buyer's fault
- Shipping cost will be covered by either the buyer or seller after identifying which party is at fault. If it is any of the above-mentioned reasons related to product quality then the seller is responsible, otherwise the buyer may be at fault
- Once the return request is approved, products should be shipped back to the seller within 2 days of approval

Packing Instructions for Returns:

- Items must be in its original purchase condition, packed and sealed and must include its accessories, tag, packaging, warranty slip
- Return invoice should be labelled on the parcel before handing over to the logistics partner

Return Tracking and Refunds:

- To check the status of return/refund, the buyer can connect with Customer Care teams via the Customer Care form on Zilingo Trade or via email/phone call
- After the returned items are delivered to sellers, Zilingo will process the refund that will reflect in your respective payment mode within 5-10 business days

We reserve the right to modify the mechanism and conditions for processing refunds at any time without notice, and on a case-by-case basis.

The courts of Indonesia shall have exclusive jurisdiction to settle any Return, Refund or Delivery related dispute between Zilingo (PT Zillion Tech Indonesia) and Buyer; or Zilingo (PT Zillion Tech Indonesia) and Seller.

The Company also reserves the right to modify, add or remove any clauses in these Terms or Conditions without prior notice. Any modifications, additions or removals however will be immediately reflected on the Zilingo Application and Website