

Return & Refund Policy — Zebra Blinds Store

At Zebra Blinds Store, all of our products are custom-made to the measurements and specifications provided by the customer at the time of order. Because of this, we maintain the following return policy:

Eligible Returns

We accept returns **only** in the following cases:

- The item received is **incorrect** (wrong product, color, or style compared to what was ordered).
- The item is **defective** (manufacturing fault, damaged material, malfunctioning mechanism, etc.).

To be eligible, you must contact us within **[3 days]** of receiving your order, along with photos showing the issue.

Not Eligible for Return

Because every product is custom-manufactured to order, we are **unable to accept returns, exchanges, or refunds** for:

- Items ordered with **incorrect measurements provided by the customer**.
- Change of mind after production has started.
- Custom color, fabric, or style selections that were confirmed by the customer at checkout.

Zebra Blinds Store is **not responsible for any loss, cost, or inconvenience resulting from measurements submitted by the customer**. We strongly encourage customers to double-check all measurements before finalizing an order, or to book a free consultation with our team for professional measuring assistance.

How to Request a Return

1. Contact us at **[Email/ Phone / WhatsApp]** within [3 days] of delivery.
2. Include your order number and clear photos of the issue.
3. Our team will review your claim and confirm whether it qualifies under this policy.
4. If approved, we will arrange a **replacement, repair, or refund** at our discretion.

Processing Time

Approved returns/replacements will be processed within **[3 business days]** of approval.

We want you to love your new window coverings! If anything about your order isn't right, reach out to us anytime at **[email/phone/WhatsApp]** — our team is happy to help make it right. Thank you for choosing Zebra Blinds Store, and for trusting us to bring your vision for your home to life.