

Return Policy

THE CUSTOMER HAS ACKNOWLEDGED THE RIGHT TO WITHDRAW THE PURCHASE MADE THROUGH THE WEBSITE OF MOOZA AND THEREFORE, IF YOU ARE NOT SATISFIED, YOU CAN RETURN THE PRODUCT WITHIN A MAXIMUM PERIOD OF SEVENTY-TWO HOURS COUNTING:

(a) the day on which the consumer or a third party other than the carrier indicated by the consumer acquires physical possession of the goods in the case of sales contracts or:

(i) the day on which the consumer or a third party other than the carrier indicated by the consumer acquires physical possession of the last good, in the case of several goods ordered by the consumer in a single order and delivered separately,

(ii) the day on which the consumer or a third party, other than the carrier, indicated by the consumer acquires physical possession of the last lot or element, in the case of delivery of a good consisting of several lots or items,

(iii) the day on which the consumer or a third party appointed by him, other than the carrier, acquires the physical possession of the first good, in the case of contracts for the periodic delivery of goods during a specified period;

The right of withdrawal may be exercised by e-mail to info@zagas.pt explaining the case in detail, indicating the order number, and attaching photographs proving the reason for the return request.

In order to comply with the withdrawal period, it is sufficient that the communication concerning the exercise of this right by its party is sent before the expiration of the deadline.

The product must be in the same state in which it was delivered and must retain its original packaging and labeling using the same protective carton in which it was received for product protection. You should also keep all accessories and instructions for use. If the return cannot be done with the protective box with which it was delivered, the customer must return it in a protective box, with a view to returning the product with the maximum possible guarantees.

It will not be appropriate to exchange or return products that are not under the same conditions as the customer received them, or that have been used in addition to having been tried. If the product to be returned is repacked or is not in its original and complete packaging, it will depreciate its initial value, which will be discounted from the amount to be returned. The reimbursed amount of a product may never exceed the amount paid.

Returns of custom-made goods, colors, or customer-specific orders are not accepted. Returns of goods with configurations (color, finish, dimensions, fabrics) that are not on the website are not accepted.

ZAGAS

In case of withdrawal, the payments made will be returned to the client, excluding delivery expenses, without undue delay, and in any case no later than 14 calendar days after the date we are informed of the decision to withdraw from this agreement.

We will make the refund using the same payment method used by the customer for the initial transaction unless expressly provided otherwise; in any case, will not incur any expenses as a result of the refund. ZAGAS may withhold the reimbursement until receipt of the goods, or until the customer has provided proof of the return thereof, depending on the condition that occurs first.

ZAGAS will collect, at the address indicated by the customer, the goods that it wishes to return, without undue delay and in any case, at the latest within 14 calendar days from the date on which it communicates to us the decision to withdraw from the contract. The term shall be deemed to have been fulfilled if the goods are returned before the end of such period;

The direct return costs will be borne by the customer if it is proven that it's not the company's fault. The cost of the return will be the equivalent of the shipping costs without discounts or applicable promotions.

The consumer shall be responsible for reducing the value of the goods resulting from handling other than that necessary to establish the nature, characteristics, and operation of the goods.

For reasons of hygiene and public health, the return of resting products, except those with manufacturing defects, shall not be accepted.

ZAGAS will not pay the expenses of services already rendered, such as the withdrawal of used products, postage, etc.

ZAGAS will reimburse the payment received from the customer, including, where appropriate, the delivery costs without undue delay and, in any case, before 14 calendar days have elapsed from the date on which it was informed of the withdrawal decision and after verifying the status of the returned product.

The refund will be made following the same payment method with which the purchase was made. Availability on the customer account may vary, depending on the method of payment:

Multi-bank Ref. up to 14 days, after sending an e-mail with IBAN.