

TERMS, RETURNS & REFUNDS

General Terms

By using this website and placing an order, you agree to these terms.

Product descriptions, prices and availability may be updated from time to time. We aim to present all products as accurately as possible.

You are responsible for providing accurate contact and delivery information when placing an order.

Any delivery times shown are estimates and may vary depending on destination and circumstances outside our control.

Nothing in these terms limits any statutory consumer rights that cannot legally be excluded.

All original artwork, illustrations, written material and other creative content displayed on this website remain protected by copyright and may not be reproduced or used commercially without permission.

For questions about an order, product or these terms, please use the contact details provided on this website.

1. Purchases Made Directly Through This Website

Products purchased directly through the ZANARA website are processed through our Wix Store checkout.

Returns

You may request to return an eligible physical product within 14 days of receiving your order.

To request a return, please contact us before sending the item back.

Returned items should be unused, in their original condition and, where applicable, in their original packaging.

Under EU consumer rules, online purchases generally carry a 14-day right of withdrawal from the date the goods are received, subject to certain exceptions. [European Union](#)

Return Shipping

Unless the product is faulty, damaged or incorrectly supplied, the customer is responsible for the cost of returning the item, provided this has been communicated before purchase. [European Union](#)

Refunds

Once the returned item has been received and inspected, an approved refund will be issued to the original payment method.

Please allow reasonable processing time for the refund to appear in your account, depending on your payment provider.

Damaged, Faulty or Incorrect Items

If your order arrives damaged, defective or incorrect, please contact us as soon as possible with your order details and photographs where appropriate.

We will arrange a suitable replacement or refund.

Personalised or Custom-Made Products

Products that are made specifically to order or clearly personalised may not be eligible for the standard 14-day withdrawal right, except where they are faulty or not as described. [European Union](#)

2. Purchases Through Amazon or Etsy

Some products displayed on this website may link to third-party marketplaces such as Amazon or Etsy.

Purchases made through Amazon or Etsy are completed directly with the respective marketplace and are subject to that platform's own:

- terms and conditions
- payment procedures
- delivery arrangements
- cancellation rules
- return and refund policies

ZANARA does not directly process payments, shipping or returns for purchases completed through Amazon or Etsy.

If you purchase a product through one of these platforms, please contact the relevant marketplace or seller through that platform regarding delivery, cancellation, returns or refunds.

Contact

For purchases made directly through this website, please contact us using the email address or contact form provided on the ZANARA website.

zanaradesign@gmail.com