



47618 Kato Road
Fremont, CA 94538
Customer Service: 855-421-2808

Zoxou Inc. Return Policy

Most unused merchandise can be returned within 30 days of receipt of shipment unless noted in our Return Policy Exceptions. During this time any unused merchandise can be returned at the customer's expense for a full refund, minus the original shipping and handling fees from the value of your refund, unless the return is a result of our error. Returned or exchanged products must be in brand new, mint condition, and have all original manufacturer's packaging, materials, and accessories, including instruction booklets, packing inserts and blank warranty cards. Alternatively, you may contact Customer Service at 855-421-2808 for a return label to mail your return. However, the return shipping cost will be deducted from your total refund. Refunds will be issued to the original form of payment (credit card, PayPal, etc.). Please note, bundled items need to be returned with all components for a full refund.

Please allow 5 business days from when we receive your return to process your refund. You will be notified by email once your return is processed. We reserve the right to refuse return, refund and/or charge a restocking fee for any product that doesn't comply with the above mentioned requirements.

Zoxou Inc. does not accept returns or exchanges for any products after 30 days from the date your order was received.

Any defective product must be reported within 30 days of receipt of shipment.

Zoxou Inc. has a 30-day exchange policy on defective items only. A defective item is defined as one that has a manufacturing flaw. The flaw existed before shipping and was not created in transit. Defective items cannot be returned for a refund, they can only be exchanged for the same non-defective item. The warranty period begins upon purchase of an item. If an item comes to you in defective condition, you may contact Customer Service at 855-421-2808 to arrange for return and replacement of the item. You may need to submit photos of the defect or damage to our Customer Service within 30 days of delivery. If an item is discovered to be defective after 30 days, you will need to send the defective merchandise to the manufacturer or service location for replacement or repair. Defective items can be returned for an exact exchange only and must be in their original packaging.

Any products that arrived to you damaged must be reported within 15 days of receipt of shipment.

All of our TV mounts, monitor mounts, tablet mounts and mobile TV carts come with a 10 year limited manufacturer warranty. During this time we will replace and/or assist in repairing any items deemed defective from the manufacturer. This warranty does not include wear from normal use and/or damage due to incorrect use of the product.