

Return & Exchange Policy

Zinnia2u.com : Last modified 30 Apr 2026

- Goods sold are not returnable. Zinnia gladly accepts returnable and exchangeable, unless due to manufacturing defects. Should a customer encounter item(s) with manufacturing defects, kindly contact us at admin@Zinnia2u.com or via WhatsApp +6013 393 9153 within 48 hours from the date of receipt. However, this guarantee does not extend to damage or contamination due to expiry, negligence or deliberate acts. (For Malaysia address only)
- Zinnia will not accept return reasons to exchange product A for product B.
- Necessary Procedures for Return and Exchange: Notify Zinnia within 48 hours after the goods receive, waiting for the approval and send back the defective item within 7 working days, provide invoice/cash bill number; else the return or exchange will not go on. Company will not accept any delayed request for return or exchange. Return costs bear by the customer.

Product(s) must be returned to the following address:

Zinnia Global Sdn Shd
503, Block A, Pusat Dagangan Phileo Damansara 2,
Jalan 16/11, Sek 16, 46350 Petaling Jaya, Selangor.

- Return and Exchange Method (For Malaysia Address) :

Exchange for the same product: Zinnia will re-deliver the product after completing and confirming the procedures, without an additional courier charge.

A replacement product (subject to availability) or a product of similar value will be shipped within a minimum of 7 working days upon receiving the defective item(s) and reshipping.

Return & Exchange Terms and Conditions

- All returns must be sent back to the above address with prior authorization email or WhatsApp
- Returned item(s) must be in their original packaging. Incomplete returns may be refused or disregarded.
- Unauthorized returns and items bearing different Quality sticker number will be refused or disregarded.
- Returnable and Exchangeable only valid for Malaysia address only.
- Zinnia is not responsible for items lost and cost of shipping return the product to company.
- Zinnia reserves the right to replace the item subject to availability of stock.
- Zinnia will be responsible for re-shipping costs if the defective claim is confirmed to be valid.
- Zinnia reserves the right to decide the reshipping methods.
- Unclaimed Packages
- All unclaimed or refused shipments returned to Zinnia by the courier are subject to any "return way" only one time shipping charges paid by company to send the parcel.