



Returns, Refunds and Exchanges Policy

How To Return An Item

Your item must be in its original unused condition to be returned, unless there is a manufacturer defect. You must return the item **within 30 days** of your purchase.

1. Please email sales@nzinganet.net to request a refund and we will assign you a tracking number.
2. Mail your returned item to:
Nzinganet
Returns Department Tracking #
1402 Arline Ave
Abington, Pa 19001
3. Include in your package a signed letter stating the reason for your return and the original receipt.

Return Exceptions

Some items cannot be returned if they are opened. These include music, software, and video games.

Restocking Fee

All items are subject to a 10% restocking fee, this will be deducted from your refund. We also do not refund the original shipping and handling that you paid on the order.

Exchanges

No exchange on equipment, if the equipment is broken it will be replaced under the manufactory warranty

Payment Policy

Accepted Methods of Payment

Credit Card (Visa, Master Card, American Express, Discover)

Check/Money Order

Cash On Delivery

Credit Card Charges

Your credit card will be charged when you place your order. If we are not able to fulfill your



order for any reason your credit card will be refunded.

Mailing Address For Check/Money Order

NzingaNet
1402 Arline Ave
Abington Pa 19001

Shipping Policy

Turnaround

All orders are shipped within 48 hours Monday - Friday 8am - 5pm.

Carriers

We use the following carriers to deliver our orders:

USPS
UPS
FedEx
DHL

Order Tracking

If a tracking # is provided by the shipping carrier, we will update your order with the tracking information. Please note that some orders using 1st Class USPS mail will not have tracking numbers.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products, and your location. Before the final checkout page you will be shown what the cost of shipping will be, and you will have a chance to not place your order if you decide not to.

Back Orders

If an item goes on back order we will ship you the part of your order that is in stock. When the



item becomes available we will ship you the rest of your order. You will not be charged any additional shipping and handling for the second shipment.

Privacy Policy

This policy covers how we use your personal information. We take your privacy **SERIOUSLY** and will take all measures to protect your personal information.

What Information Do We Collect?

We only collect information that we need that is related to your order. This includes your:

Billing Address

Shipping Address

Email Address

Credit Card Information

In addition we also collect information on your IP address, browser type, and Refer URL data. We use this data to prevent hacking attempts, help us know what web browsers people are using, and find out where our visitors are coming from so that we can improve our marketing.

How Is My Information Used?

Your information is only used to fill your order. We do not sell or redistribute your information to ANYONE.

Security and Storage

Only your order data billing, shipping, and order contents data is stored on our server. This information is encrypted using a Secure Sockets Layer before it is transmitted over a web server. We do not store your Credit Card data.

Cookies and Browser Information

Cookies are small files that reside on your computer and allow us to recognize you on your next visit or store your shopping cart contents. We use them only to track this information.