

# Returns & Refunds Policy

At GZTV Showroom, each piece is crafted with purpose, intention, and the artistry of our global family-owned ateliers. We are committed to delivering garments that reflect quality craftsmanship and individual expression. Because our pieces are produced specifically for our customers, our return and refund policy is designed to protect the integrity of made-to-order production while ensuring that any issues are addressed with care.

## Made-to-Order & Pre-Order Policy

Unless otherwise stated on the product page, Showroom garments are made-to-order or offered as pre-orders. Each made-to-order piece is produced specifically for the customer following purchase. As a result, all sales are final, and we do not accept returns or exchanges for changes of mind, incorrect sizing selections, or other reasons unrelated to a manufacturing defect or fulfillment error.

Ready-to-wear items are subject to the same final-sale policy unless otherwise stated on the product page or required by applicable law.

## Damaged, Defective, or Incorrect Items

If your order arrives damaged, defective, or materially different from the item you purchased, please contact our customer support team within **7 days of delivery**.

To help us resolve the issue, please provide:

- Your order number.
- Clear photographs showing the damage, defect, or discrepancy.
- A brief description of the issue.

Once the issue has been reviewed and confirmed, we will work with you to determine an appropriate resolution. Depending on the circumstances, this may include a repair, replacement, or remake at no additional cost.

Please retain the original packaging and the affected item until our team has advised you on the next steps.

## Refunds

Because our garments are produced specifically for each customer, refunds are not available for orders that have been fulfilled in accordance with the product description and applicable order specifications.

If an item arrives damaged, defective, or incorrect, our team will assess the circumstances and determine the appropriate resolution. Where a refund is warranted or required by applicable law, it will be processed to the original payment method. Processing times may vary depending on your payment provider.

## **Returns & Refunds Policy**

Nothing in this policy limits any rights or remedies that cannot legally be excluded under applicable consumer protection laws.

## **Cancellations**

Because production may begin shortly after an order is placed, we do not accept cancellations once an order has been submitted.

Please carefully review your selected item, sizing, customization details, shipping address, and contact information before completing checkout.

If you believe an order was placed in error, please contact customer support as soon as possible. Although cancellation cannot be guaranteed, our team will review your inquiry.

## **Alterations & Fit Adjustments**

Minor fit adjustments may be available for select pieces at an additional cost. Availability depends on the garment, its construction, and the nature of the requested adjustment.

Alterations are not guaranteed and must be discussed with customer support before any work is authorized. Alteration fees, shipping costs, and estimated timelines will be communicated where applicable.

## **Shipping-Related Issues**

If your package arrives damaged or is reported lost during transit, please contact customer support within 7 days of delivery or discovery of the loss. Our team will review the circumstances and assist with the appropriate next steps in coordination with the relevant shipping provider or fulfillment partner.

For additional information about delivery timelines, tracking, and international shipments, please review our Shipping Policy.

## **Customer Support**

We are committed to providing service with the same care and integrity that define our craftsmanship. If you have questions about your order, a product defect, or a potential resolution, please contact our customer support team.

### **GZTV Showroom**

Website: [gztvnetwork.com](http://gztvnetwork.com)

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