



Caribstore Return Policy

Customer satisfaction is our goal and objective, therefore, if you are not entirely happy with any of our products, we offer a flexible return policy to ensure a positive shopping experience.

1. Return Eligibility:

- Items must be returned within 30 days of the delivery date to be eligible for a refund or exchange.
- Items must be in their original condition, unused, unwashed, and with all tags and packaging intact.

2. Non-Returnable Items:

- Certain items are non-returnable, including:
 - Perishable goods (e.g., food, flowers)
 - Personal care items (e.g., cosmetics, skincare products)
 - Customized or personalized products
 - Gift cards and downloadable products

3. Return Process:

- To initiate a return, contact our customer service team at support@caribstore.com at 404-300-9745 with your order number and reason for the return.
- Our team will provide you with a Return Merchandise Authorization (RMA) number and detailed return instructions.
- Please package the items securely and include the RMA number inside the package.

4. Refunds:

- Once we receive your returned item, we will inspect it and notify you of the approval or rejection of your refund.



- Approved refunds will be processed to your original method of payment within 5-7 business days.
- Please note that shipping costs are non-refundable, and return shipping costs are the responsibility of the customer, unless the return is due to our error (e.g., wrong item sent, defective product).

5. Exchanges:

- If you wish to exchange an item for a different size or color, please specify this when you contact customer service to initiate your return.
- Exchanges are subject to availability. If the desired item is unavailable, a refund will be issued instead or credit towards future purchases.

6. Damaged or Defective Items:

- If you receive a damaged or defective item, please contact us immediately. We will arrange for a replacement or provide a full refund at no additional cost to you.

7. Final Sale Items:

- Items marked as "Final Sale" are not eligible for return or exchange.

Thank you for choosing Caribstore.

We value your trust and are committed to providing a positive shopping experience.

If you have any questions or need further assistance with your return, please don't hesitate to reach out to our customer service team support@caribstore.com or 404-300-9745.