

Caraway

Shipping & Returns Policy

Shipping Policy

At Caraway, shipping is included on orders placed within the contiguous United States. Orders usually take 2-5 business days to deliver once processed. On select products, customers may choose an expedited shipping service.

Return Policy

We want you to be completely satisfied with your purchase. If for any reason you are not happy with your order, you have 90 days from the date of delivery to return the item(s) for a full refund. Caraway reserves the right to limit or reject returns when we suspect policy abuse or fraudulent behavior from a customer. In addition, bulk purchases are considered a final sale and are not eligible to be returned.

Conditions for Returns:

- The return must be initiated within 90 days of the delivery date.
- Proof of purchase from our site is required for all returns.
- All original accessories must be included.

How to Initiate a Return:

To start the return process, send an email to costconext@carawayhome.com for assistance. Please include your contact information and order details for reference.

Refunds

Once we receive and inspect the returned item(s), we will process your refund within 7 business days, subject to policy adherence. The refund will be issued to your original payment method.

Damaged or Defective Items

If you receive a damaged or defective item, please notify us immediately. We will arrange for a replacement, compensation, or provide a full refund for return, including return shipping costs.

Additional Information

Returns that do not meet the conditions outlined above may be subject to restocking fees or denial of the refund. It is crucial for our customers to be aware that they are responsible for accurately and securely attaching all return labels when returning items. In the event of returns being lost or delayed due to an unreadable barcode, we must emphasize that the responsibility for such instances lies with the customer and not with Caraway.