

# CASE·MATE

## RETURN AND SHIPPING POLICY

On all domestic orders you may return item(s) purchased on Costco.Case-Mate.com for any reason within the first ninety (90) days from the date of delivery for a refund.

If you need help with your order, or need to replace an item due to a defect or damage, please do not use the returns center. Instead, [Submit a Request](#) to have your item replaced!

[CLICK HERE TO SUBMIT A RETURN](#)

If for any reason the item you are asking to return is ineligible and you feel this is an error, please [SUBMIT A REQUEST here](#) . Certain items and order types may trigger this and we are happy to assist if needed!

## SHIPPING FAQ'S

### THE ADDRESS ON MY ORDER WAS ENTERED INCORRECTLY - CAN THIS BE FIXED?

All new orders are automatically processed to our fulfillment center as soon as they are submitted. Because of how quickly this happens, we are unable to modify or cancel an order once it has been processed. The package will ship to the address provided when submitted. Please reach out to [SUBMIT A REQUEST](#) for assistance and our team will be happy to help you with a replacement order.

## **ARE THERE TAXES AND DUTIES CHARGED ON INTERNATIONAL ORDERS?**

All orders that ship internationally may be subject to duties and taxes. During checkout, you will pre-pay these charges. This helps to avoid any unexpected surprises once the package is delivered!

## **I PLACED AN ORDER WITH OVERNIGHT SHIPPING AND I STILL HAVE NOT RECEIVED IT. WHERE IS MY ORDER?**

- Orders processed with expedited shipping placed **BEFORE** 2 PM ET M-F will ship the **SAME** business day.
- Orders processed with expedited shipping placed **AFTER** 2 PM ET M-F will ship the **NEXT** business day.

## **WHERE ARE MY TRACKING DETAILS/PACKAGE?**

- Shipping confirmations are sent by e-mail at the end of the day after all orders have been processed. The designated carrier has to receive and scan the package before tracking will update.
- **DOMESTIC ORDERS:** Please allow up to 72 hours for the carrier to update their shipping records.
- **NOTE:** All carriers provide an estimated delivery date. Service delays, weather, as well as other conditions can impact final delivery. Please check the carrier's website using the tracking number provided.

## **WHEN WILL MY ORDER SHIP?**

- Most standard delivery orders placed before 2 PM ET M-F will ship the same day (M-F). During peak periods the order may ship the next business day.
- We typically advise allowing up to 72 hours for the carrier to update their records. Don't be alarmed if the status says "Awaiting Package" or "Pre-Shipment Info Received" as this is normal.
- Please allow 10 business days from the date of shipment for your package to update and be delivered before contacting support for a replacement.

- Orders processed with expedited shipping placed before 2 PM ET M-F will ship the same business day\*. \*Please note for expedited delivery orders: UPS does not deliver on Saturday or Sunday for most orders.

\*All orders are batch-processed during the day. Shipping confirmations are sent during the evening on the day your order is processed for shipping.\*