



Return Policy

Returns and Exchanges

We want you to be completely satisfied with your purchase. If we fail to meet your expectations for any reason, you may return it for a full refund or exchange your item within 90 days. Please contact our customer service team to initiate the return at 1-954-686-4441 or info@vinotemp.com, Mon-Fri 10 AM - 4 PM ET.

*Note: Our 90 Day return window is only for items purchased through Costco.Vinotemp.com.

Please package the unit you are returning or exchanging so that it will not be damaged in transit. If returning, please place it on the curb for easy pickup. If exchanging, your old unit will be picked up curbside and the replacement unit will be delivered curbside.

How Do I Request a Return or Exchange?

1. Please contact our customer service department Mon-Fri 10 AM - 4 PM PT at 1-954-686-4441 or info@vinotemp.com so that we may process your return and explain next steps.
2. All returns must be sent back boxed.
3. Please include the original packing slip with your return. If you are unable to locate your original packing slip, please print a copy of your order confirmation email to ensure we know the product is from you.
4. Once we receive your returned item, a credit will be applied to your original method of payment. Please allow 10-14 business days for your return and refund to be processed once received.