

satisfaction guarantee

Sugar Stores offers a 30 day return policy

If for any reason you aren't completely satisfied, you can return any item in its original condition within 30 days of the date of shipment for a full refund or exchange (Our original shipping cost will be deducted from the refund & buyer pays return shipping.) there is a 35% restocking fee .

All returned items must be in new/original condition in which received unless returning a damaged or unsatisfactory item. Merchandise that has been reported as perfect condition by the customer before return will be charged if item is received damaged. A return authorization is required for all returns.

Please contact customer care to obtain a return authorization. All shipping costs associated with returned merchandise are the responsibility of the customer unless otherwise verified with a customer representative. If merchandise is received damaged, please notify your delivery person of the damage. They will follow the proper procedure for damaged merchandise.

Shipping Carrier will not pick-up merchandise if it is not in its original packaging. If merchandise is received damaged upon delivery, customer must contact customer service within 72 hours to report damage and to receive a return authorization. All original packing material must be kept for return. It is the customer's responsibility to keep all packing materials, boxes, and documentation for any return.

Sugar Stores is not responsible for any items that are discarded by the customer. **DAMAGED MERCHANDISE MUST BE RECEIVED BACK IN WAREHOUSE BEFORE ANY REPLACEMENT/REFUND WILL BE ISSUED.** Full purchase price will be refunded, less any exchange fees and shipping fees, within 30 days of purchase.

Customer Service

Customer Service: **1-800-768-7750**
Sales: 1-866-768-7750
Fax: 1-888-443-7151
Email: Sales@sugarstores.com

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.