

RETURN POLICY/WARRANTY

- You have three days from receipt of product to report breakage or errors in shipping
- If you are not completely satisfied with your purchase simply return the item, unused and in its original condition within 30 days of receipt.
- The item must be in its original packaging and include all documentation.
- We will only accept products for refund or exchange within a 30 day period after you receive it.
- We are not responsible for items that arrive to us broken or are lost in transit. We recommend using a carrier that will insure the products you are returning.
- We are not responsible for the cost of returning an item for exchange or refund.
- We do not warranty against traumatic breakage of Chemex products.
- We do not offer exchanges or refunds on items not bought directly from Chemex Corp. Please contact the store which the products were originally purchased from for assistance with these transactions.