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RETURN POLICY

CaicosFAB® RETURN POLICY

Thank you for shopping with CaicosFAB®. We strive to ensure your complete satisfaction with your purchase. Below is our comprehensive return policy to assist you with the return process.

Non-Returnable Items

Please be aware that food and beverage products are non-returnable. Additionally, the following items cannot be returned:

- Items marked as final sale or "non-returnable" on the product page or during checkout
- Gift cards
- Any items sold directly by CaicosFAB®

Initiating a Return

To return an item, please visit the My Order page, select the "Return or Replace Item" button for the relevant order, and follow the instructions. Items can only be returned within 7 days of delivery, and you are responsible for the return shipping costs unless the item is damaged or defective.

Return Shipping

If you return an item without a CaicosFAB® label, we recommend insuring your return shipment and using a trackable shipping method. Refunds will not be provided for items damaged during return transit or for returns that are never received.

Damaged or Defective Items

If an item arrives damaged or defective, report the issue within these timeframes to qualify for a replacement or refund:

- Parcel Carriers (e.g., FedEx, UPS): Report within 7 days of delivery.
- Freight Carriers (including White Glove Service)
- Damaged items: Report within 1 day of delivery.
- Defective items: Report within 3 days of delivery.

Inspect the packaging upon delivery. If damaged, take photos and consider refusing delivery. Report such issues promptly within the applicable timeframe listed above.

Return Conditions

Returned merchandise must be in its original condition—unworn, unaltered, and undamaged—to qualify for a refund. Items with return tags must have the label intact and be in their original packaging. Certain categories, such as bespoke, customized, or made-to-order items, are final sale and cannot be returned.

Refund Process

Refunds will be processed back to the original payment method. A 10% processing charge may apply for restocking and handling, except for damaged or defective items. Sale items are non-refundable. If a refund cannot be processed to the original payment method, a store credit will be issued for use on www.caicosfab.com.

Special Return Instructions

For items like furniture or those with non-standard dimensions, specific return instructions may apply. Please contact us directly for guidance.

Gift Returns

Gift items can be returned, with refunds issued to the original payment method.

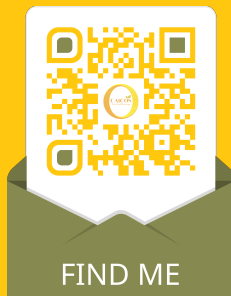
Order Issues

For missing items or parts, notify us within 7 days of delivery. For orders sold directly by Caicos

Canceling Your Order

Orders may be canceled within 30 minutes of placement through the My Order page. After 30 minutes, contact Customer Support for potential cancellation support, although cancellation is not guaranteed.

Please reach out to us at accounts@caicosfab.com for any questions or assistance with returns or other issues. Our team is here to help ensure your satisfaction with CaicosFAB®.



SOCIALMEDIAA

Facebook @caicosfeb
LinkedIn @caicosfeb
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