



## Returns and Exchanges

### Return Inquiries

- **IMPORTANT:** Do not ship a product back to our fulfillment center without first initiating a return inquiry with our fulfillment team by using one of the methods listed below.
- Please provide a written description and photos of the issue when submitting your inquiry.

#### Contact Info:

Email: [info@flywithwine.com](mailto:info@flywithwine.com)  
Phone: 707-320-0567

#### Mailing Address:

FlyWithWine Fulfillment Center  
902 Enterprise Way, Suite B  
Napa, CA 94558

### Damaged/Defective Product Replacement

- If the product you purchased arrives defective, damaged, or showing signs of previous use, we will issue a replacement at no cost to you.
- FlyWithWine will provide a return label.
- The provided return label must be used within 30 days, after which the label is no longer valid.
- FlyWithWine will send a replacement product via the same shipping method used on the initial order.
- The product will be eligible for replacement only, no refunds.

### New Product Return

Returns are accepted for items in new, unused condition only, within 30 days of delivery.  
*Restocking fees may apply (see section below).*

There are two options for returning your items:

- FlyWithWine-Initiated Shipment
  - FlyWithWine will provide a digital copy of the return label for you to print.
  - We will provide a quote for return fees and deduct them from your refund amount.
  - The provided return label must be used within 30 days, after which the label is no longer valid.
- Customer-Initiated Shipment



- o Create your own return label and return the product to our warehouse using your preferred method.
  - o Tracking number must be provided to FlyWithWine.
  - o Returned items must be received within 15 days of the return inquiry being initiated.
  - o A full refund will be issued.
- Things to Remember:
    - o Products should be packed safely in order to avoid damage during transit.
    - o You are liable for the product until it is received by our fulfillment center.

## Restocking Fees

Restocking fees will apply under the following conditions:

- Product comes back to us damaged
- Product is unclean or shows signs of use
- Product is no longer in its original packaging
- Products no longer have their original factory settings  
*Example: the lock of the suitcase should be set back to 0-0-0*
- Product was returned outside the 30-day return window  
*Delivery date will be based on the provided tracking number or the in person pickup date. Returns outside the 30-day return window will only be accepted at FlyWithWine's own discretion.*
- Parts or accessories are missing from the return shipment
- Customized products will be subject to a 50% restocking fee.

## Returning Late Deliveries

Returns for late deliveries are only eligible for orders shipped via 2-day or overnight shipping. Orders with no customization ship the same business day if the order was placed before 1pm Pacific time. Orders placed after 1pm Pacific time will ship the business day after.