



International Order Refund Policy

Drives Cache Closet makes every effort to insure prompt, quality processing of your order. We take extra care in packaging so that your order arrives with the contents in the same condition as they were originally packed.

To that end, we will gladly replace any damaged or defective product you may receive from us under the following condition:

1. You contact us via email describing the date you received the shipment, the condition of the packaging upon receipt and the nature of the defect or damage to the product.
2. Upon request, you can include a picture of the damage or defect.
3. You are willing to return the product to us at your expense.

We are not responsible for the cost of any duties or taxes assessed.

In order to provide our customers with the best possible service available, we do not add delivery confirmation to International orders. If you wish to have delivery confirmation added to your order so that you are 100% protected against the following No Refund clause, you may contact us directly and we will be glad to update your shipping cost. In this case, lost or stolen packages will be refunded after 45 days from the original shipping date.

No Refund Clause

Unless prior arrangements have been made as indicated above, once the order is processed and documented as having been delivered to the shipping organization our responsibility ends and no refunds will be issued for orders not received.

Every effort is made to correctly document and label all shipments with both the sender and receiver's correct address clearly visible and secured to the package. We do understand that the potential exists for packages to be lost or stolen at time but we cannot be responsible nor accountable for such instances.

Should an order be returned to us for incorrect mailing address or any other issue, we will contact you for clarification and then either make the corrections and ship the order again or issue a full product cost refund excluding any shipping and/or handling costs incurred.