



SHIPPING & RETURN POLICY

Shipping

Please allow additional time for your order to be fulfilled during the holidays.

Once you place your order on primoandcruex.com, you will receive an email confirmation. Prior to submitting your order, if you have questions regarding our products, shipping or anything related, please send an email to info@primoandcruex.com. Once your order has been placed, it may no longer be eligible for change or cancellation.

During the holiday rush, please allow additional time for your order to be shipped. During non-holiday times, you can expect your order to be fulfilled in 1-3 business days for your order to be shipped. Once it has been shipped you will receive a confirmation email with tracking number.

Primo & Cruex cannot be held liable for confirmed deliveries that are not received. If your order has been confirmed as delivered via the tracking system provided, we recommend that you first call your local post office or UPS to inquire further.

Please Note: Primo & Cruex does not process orders on weekends or holidays. Orders received on Fridays after 3PM, will be fulfilled the following business day. Orders received after 3PM the day before a Holiday, will be fulfilled the following business day. At this time we are not able to ship products outside the United States.

Return Policy

Primo & Cruex can not accept returns or exchanges on grocery products. If Primo & Cruex makes an error or items were damaged beyond use during shipping than items will automatically be replaced at no additional cost to the customer. However, once a customer places & receives the order, the ordered item can not be exchanged or returned.