

MoSweet America Shipping Policy

Shipment processing time

All orders are processed within 1-2 business day. Shipments or deliveries do not occur on weekends or holidays. During the holiday season, customer should expect delays. Changes will be communicated via email.

Shipping rates and delivery estimates

Shipping charges for your order will be calculated and displayed at checkout.

Shipment confirmation and order tracking

Customer will receive a confirmation email after order is received. Once the order is in process, no changes can be made. Additional items can be processed online as a new order. Once the order is shipped, shipment confirmation and tracking number will be sent to customer via email.

Customs, duties, and taxes

MoSweet is not responsible for any customs and taxes applied to your order. All fees imposed during or after shipping are the responsibility of the customer (tariffs, taxes, etc.).

Damages

MoSweet is not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier or our support team directly to file a claim. Please save all packaging material and damaged goods before filing a claim.

Returns Policy

You can return items for a refund or a credit within 30 days of delivery as long as it has not yet been installed and is returned in the original packaging. Return shipping costs apply, and the item must be in its original condition and packaging to be accepted.

Return or cancellation after the order is picked will be subject to a 10% processing fee. Return or cancellation made after an order is shipped are subject to a 20% restocking fee.

There are a few items that can't be returned: clearance items, personalized items, bundled items at discounted rates (unless the entire bundle is returned), items marked "Non-Returnable" on the sale page, and items you have already assembled.

Before installation, please double check that the product name and model number match your order confirmation, remove the packaging and inspect the item.

If you receive the wrong item or it arrives damaged, do not accept the delivery. Tell your delivery representative(s) and contact us so we can arrange for a replacement. Once you have installed the appliance, it cannot be returned.

For more information, contact us by email info@go-mosweet.com or call us at 781-421-3453.