

Careems Return & Exchange Policy

Thank you for shopping at Careems! We greatly value your purchase. If for any reason you wish to return or exchange your items we kindly request you to read through the following terms and conditions.

Eligibility

Products are accepted for refund or exchange in Sri Lanka within 30 days of purchase. All merchandise must be in perfect saleable condition, with the sales receipt. Please note following terms apply:

- Merchandise under Sri Lankan Rupees 1.5 million or of equal value in the foreign currency it was purchased is entitled for refund within 30 days of purchase.
- Merchandise sold at Sri Lankan Rupees 1.5 million or above or of equal value in foreign currency may only be exchanged within 30 days and not eligible for a refund,
- Any customised items made to order and engraved items are not eligible for refund or exchange.
- Merchandise returned or exchanged must be accompanied by original packaging as well as all the certificates provided.

Refunds and exchanges can be initiated by contacting one of our associates. Our general phone line is +94 11 2687444 or emailing us at info@careems.com.

Refund Procedure

- The returned merchandise should be handed to the same Careems branch it was purchased from. Any shipping charges or taxes involved in returning items from overseas should be borne by the customer.
- For purchases done by credit card the same credit card used will be credited in the currency transacted after deducting card transaction and bank charges. All other refunds will be made in Sri Lankan rupees.
- Refunds will be processed within 10 working days from the date of return.
- Refunds can only be made directly to the purchaser and not to any other party.

Exchange Procedure

- The item to be exchanged should be brought to the Careems store it was purchased.
- Any shipping costs and taxes which may be involved in exchanging the item will be borne by the customer.