

Return Policy

If you need to cancel your order, please do so before it leaves our facility. Please contact Customer Support at 1-800-462-7258 or orders@carrvalleycheese.com to begin the cancellation process. For cancellations, you can choose store credit or to have funds returned to your original form of payment.

While we always strive to deliver the best handcrafted, artisan cheese, there are cases where *things happen* and a claim for a refund needs to be made. In these cases, please refer to our policies below.

Shipping-Related Claims

Assuming ambient temperatures of below 90 degrees Fahrenheit, we guarantee that any perishable and/or meltable product you receive from Carr Valley Cheese Co. will be of high quality and in top physical condition. Claims on orders that include perishables and meltables when local temperatures are above 90 degrees Fahrenheit are handled on a case-by-case basis. We also guarantee that any non-perishable product you receive from Carr Valley Cheese Co. will be of high quality and in top physical condition, without any temperature constraint. Any item(s) meeting the conditions above that you deem unsatisfactory due to shipping issues will be replaced or refunded upon your request, without hassle, when you alert us to the details of the problem within 7 business days of having received your order.

Quality-Related Claims

Any item(s) that are still within their best before timeframe are guaranteed to be of high quality and consistent with their description on our website up until the point you open them or a maximum of 60 days from the time you receive your order.

Returns Procedure

In the event that you would like to return your order, in full or in part, please contact Customer Support at 1-800-462-7258 or orders@carrvalleycheese.com to begin the returns process. Please let Customer Service know if you would like an exchange or a refund. Depending on the product, we may or may not ask that it be returned in order for you to receive credit. In the case of a return based on a shipping-related or quality-related claim, our Customer Service department will generate and email you a PDF label (which you must affix to the sealed package) and arrange for a UPS pickup at your desired location. You can choose store credit or to have funds returned to your original form of payment. Our goal is to process your return and issue the associated refund within 48 hours of receiving the item(s) back to us.

In the case of a return not based on a shipping-related or quality-related claim, our Customer Service department will generate and email you a PDF label (which you must affix to the sealed package) and arrange for a UPS pickup at your desired location. You can choose store credit or to have funds returned to your original form of payment, less the cost of shipping the item(s) back to us. Again, our goal is to process your return and issue the associated refund within 48 hours of receiving the item(s) back to us.

Shop with confidence at carrvalleycheese.com. Your satisfaction is our top priority. No hassles, No exceptions.