



CUSTOMER SERVICE FAQ'S FOR BUY NOW

All of the customer service for orders placed on our site will be handled by our partner [Mash&Grape](#). Please see below for more information.

CONTACT

What's the best way to contact customer service?

By direct email - openbar@mashandgrape.com. Someone will get back to you ASAP - between the hours of 9AM - 6PM EST, Monday-Friday. If you're emailing them on weekends or holidays our responses may be delayed as well.

How come I haven't received a response to my email?

We pride ourselves on reliable customer service and try to respond to your email inquiries promptly and consistently. However, lately, spam filters in different email systems such as Gmail have become very aggressive, which essentially means that our responses could be hitting your spam/junk/"marketing"/"promotion" folders instead of your regular inbox. So if you don't get a response from us within 24 hours, please check your spam filters! Also, we'd greatly appreciate it if you add our email address (openbar@mashandgrape.com) to your email "safe" list (or mark as "not spam"/ "not junk").

CANCELLATIONS, DAMAGES etc.

What if I want to cancel my order or change the shipping address, etc.?

If your order hasn't shipped we will gladly cancel your order. However, contact us immediately via email so we are able to process your request. Normally, if you contact us more than two hours after placing your order, we cannot guarantee that any changes will be made.

What if my product is damaged?

Contact openbar@mashandgrape.com and they will be happy to help.

Can I return my order?

Please contact openbar@mashandgrape.com for questions about returns.

Can I use a different billing and shipping address?

Absolutely. At the checkout page, just be sure to uncheck the "same as billing address" option and you will then be prompted to enter a different billing address (the first address you enter when you checkout is the shipping address).