



Return Policy

Broken bottle/damaged product replacement items shipped

In the rare event that your purchase arrives damaged, we will replace your product at our expense. Claims must be submitted within seven days of receiving your order. Requests for replacement must be emailed to primooils@gmail.com and include a photo of the damaged item unless the item was sent as a gift to a different address.

Product exchanges/refunds

Items purchased from Primo Oils & Vinegars can be returned or exchanged if they are in new, unused condition within 30 days of receipt. Only sealed and unopened items in their original package will be accepted for exchange or refund. The original receipt must accompany the request for refund or exchange.

Empty bottle return discount at our stores

Customers may return empty bottles to our Louisville store with a maximum discount of \$1 per new bottle purchased. Credit will not be given for future purchases. New bottles must be purchased during visit. Valid in-store only.

Shipping Policy

We ship to all 50 states. A majority of our orders are shipped via UPS and we strive to ship all orders within two business days. Weekend orders generally ship on Monday. Due to our shared stock between both our store front and our online store, filling orders is subject to availability. An email will be sent if the order cannot be filled. We do appreciate your business and your patience as we review our inventory and our ability to complete your order.