

MIRAT™ Nashville Rum - Webstore Policies & FAQ

Delivery

When will I get my order?

Usually, it takes 3–7 days to fulfill an order, after which it's shipped out. The shipping time depends on your location, but you can expect your package to be delivered 3-4 days after fulfillment.

Where will my order ship from?

We work with an on-demand order fulfillment company based out of Pennsylvania. Certain items such as hats, stickers, or patches will be shipped locally from Nashville, TN.

My order should be here by now, but I still don't have it. What should I do?

Before getting in touch with us, please help us out by doing the following:

- Check your shipping confirmation email for any mistakes in the delivery address
- Ask your local post office if they have your package
- Stop by your neighbors in case the courier left the package with them

If the shipping address was correct, and the package wasn't left at the post office or at your neighbor's, get in touch with us at info@miratrum.com with your order number.

How do I track my order?

You'll receive a tracking link via email when your order ships out. If you have any questions about your tracking or shipment, drop us a line at info@miratrum.com

I received a wrong/damaged product, what should I do?

We're so sorry if the product you ordered arrived damaged. To help us resolve this for you quickly, please email us at info@miratrum.com within a weeks' time with photos of the damaged product, your order number, and any other details you may have about your order. We'll get back to you with a resolution as soon as possible!

Returns

What's your return policy?

We don't offer returns and exchanges, but if there's something wrong with your order, please let us know by contacting us at info@miratrum.com

Do you offer refunds?

Refunds are only offered to customers that receive the wrong items or damaged items. If any of these apply, please contact us at info@miratrum.com with photos of wrong/damaged items and we'll sort that out for you.