

The Mikasa.com Promise

100% Satisfaction Guarantee

No hassle return policy. If you don't like it or want it, we'll take it back, no questions asked!

If you are not completely satisfied with your purchase for any reason, simply return the unused item or items within ninety (90) days of purchase for a refund or replacement. Sale and clearance merchandise may be returned within thirty (30) days of purchase.

Refunds are available when the original invoice accompanies the return of items with their original packaging and in a new, unused condition. To return an item, follow the instructions on the packing slip enclosed with your order and return via UPS Ground or insured parcel post. Shipping and handling and return postage charges will be refunded only if the return is a result of our error.

Price Guarantee

Buy with confidence, we will not be undersold!

Our web site prices are generally comparable to sale prices at other stores. In the unlikely event you find a better price or a discount offer or coupon at any authorized dealer, we will do everything possible to meet that price. Price matching applies only to identical conditions of sale. The item must be in stock at the other authorized dealer and not be a club "members price" or typographical error. The competitive price must be able to be confirmed in the public domain by either a printed ad or by accessing a web site. This offer does not apply to items advertised below our cost. If you need to contact us for a "price match", please call our Customer Service department at 1-866-MIKASA1 (1-866-645-2721).

Lifetime Replacement Program

Break it, drop it or chip it and we'll replace it!

As a customer of Mikasa.com, you are automatically registered in our Lifetime Replacement Program. This unique program offers you the ability to replace any broken piece that you purchased directly from us at 50% off of the current suggested retail price (MSRP) plus sales tax, shipping and handling. This offer is good from the date of purchase for as long as you own the product. You simply call Customer Service to place your order and then return, at your expense, the damaged pieces. This offer is subject to product availability at the time of the replacement request and to the receipt of the replacement products by Lifetime Brands, Inc. Lifetime Brands cannot and does not guarantee the availability of specific pieces in specific patterns.

