



Customer Care

Thank you for your interest in Back₂Tap.
We hope to make your shopping experience simple and hassle-free.

For all customer care questions,
please email us at
customerservice@Back2Tap.com
or call us at
1.866.B2T.3453.

Ordering Process



We accept Visa, Mastercard, American Express and Discover. Debit cards backed by these companies are also accepted.

To ensure the safety of your transaction, a secure SSL connection is utilized. When purchasing, you will be asked to provide the verification number provided on your credit card. For Visa and Mastercard, this three-digit code is located on the back of the card. The verification code for American Express is located on the front of the card above the account number.



After your purchase is completed, a confirmation of your order will be sent to your email address.

Shipping & Handling



Orders will be shipped via UPS or FedEx. Shipping options and corresponding charges will be provided when placing your order.



Products typically ship within 3 business days. You will be notified when the order is shipped and a tracking number will be provided.

Orders will not be shipped to P.O. Boxes.

Sales Tax

Sales tax must be collected for sales within New Jersey.

Warranty

There is a one year warranty for manufacturing defects to the stainless steel bottle or cap. If your bottle or cap is defective, we will provide you with a merchandise credit for the full purchase price of the bottle or cap, including shipping charges. Customized bottles will not be replaced.

Please note, however, that normal wear and tear does not qualify as a defect. Stainless steel may dent and scratch if not properly handled.

Returns



Non-customized bottles and caps may be returned within 30 days of purchase for a full refund or store credit. Merchandise must be unused and in perfect condition. There are no returns for merchandise after 30 days from the date of purchase.

Returns must be accompanied by the Purchase Invoice which was sent with your original purchase. Fill out the Return Section of the Purchase Invoice and mail the merchandise and Purchase Invoice to:

Back₂Tap
30 Cook Plaza, Suite 250
Madison, NJ 07940

If your invoice is missing or the bottle was a gift, please contact us at customerservice@Back2Tap.com and provide the first and last names of the purchaser. A copy of the Purchase Invoice will be sent to your email address.

Refunds will be made or replacement merchandise will be mailed within 7 business days.