

## RETURN AND REFUND POLICY

Thanks you for shopping on Birdcamp's online store.  
If you're not entirely satisfied with your order we're  
here to help.

### **Returns:**

#### Food Items:

We do not accept returns for any perishable foods. We do guarantee the quality of our food products. We will replace any food product that arrives in an unsatisfactory condition. Please call or email us within 3 days of receiving your order to discuss the problem with any of our food products.

#### Toys or Accessories:

To be eligible for a return you will have to get an authorization for one of Birdcamp staff. Each request for a return will be handled separately for each order. Return of toys or accessories are conditional and those conditions will be stated when you place your order.

We will replace or credit any item that arrives broken. You must contact us within 3 days of receiving your order to receive any consideration for a return or credit. Any broken item request should be submitted with a picture of the item with the packaging.

We will respond to your request within 2 days. Any approved credit will be credited to your original payment method immediately upon return.

#### Shipping Fees:

Shipping responsibility will be determined with each return approval. We assume shipping costs for the return of any defective item.