

Returns/Damage Product Instructions

Returns. Should you need to return an item purchased with us please contact us via email, or call us at 814-232-5048. Customer assumes all shipping charges on returns unless the item is defective or damaged or the result of our error.

Absolutely no returns on damaged items or items not in resalable condition. Returns must be made within 30 days from the date of invoice. After 30 days to 90 days there is a 20% restocking fee. No COD returns will be accepted. No returns after 90 days of purchase.

Customer ordered the wrong item. We are sorry to hear you ordered the incorrect item. Would you like to exchange it for the correct item? Please contact us via email as to what you would like to do and what additional shipping fees may be involved.

Box your item and take it your local post office. Ship the item to:

**Troyer's Bird's Paradise
20785 Morris Rd.
Conneautville, PA 16406
814-587-2756**

Refunds. Once we have received your return a refund will be mailed to the billing address on your order form. Refunds will be less shipping fees.

Damage Claims. If your packaging appears damaged open the boxes and check your package for damaged or missing pieces. Use your instruction sheet as a guideline. Please notify us with any damage, ideally within 30 days, and if possible, include a photo of the damage (we use the photos for our claims). We will repair or replace the damaged item at our expense.