

# Refund policy

Returns and Refund Policy

THIS POLICY APPLIES ONLY TO PRODUCTS SOLD BY THE [BROME® E-STORE](#).

## **Our Return Policy:**

If you discover a problem with your order, please call our toll free Unlimited Lifetime Customer Care at 1 800-856-5685 or email us at [estorecanada@bromebirdcare.com](mailto:estorecanada@bromebirdcare.com). Our friendly and knowledgeable Customer Care Specialists are available Mon to Friday from 9 a.m. -5:30 p.m. EST. We might be able to offer a solution that is quicker and more convenient for you than returning your item. For example, we are often able to send you replacement parts or help troubleshoot a problem. We will do our best to make you happy with your purchase.

## **Where to Return:**

If you still wish to return the item after speaking with our Customer Care Specialist, Simply return the item with the return merchandise authorization (RMA) number that will have been provided by our Customer Care Specialist at the following address:

Estore Returns  
Brome Bird Care  
471-B Rte de Mansonville  
Mansonville, QC J0E 1X0

In addition to your returned item, please send us a brief note providing your name, address, RMA number, reason for return and how you want your return to be handled. You will not be charged shipping and handling on your replacement order. Items must be returned in the original packaging with all pamphlets and instructions. We recommend that you keep your packaging for at least the first 30 days after purchase.

## **Refund Policy:**

If you are not completely satisfied with your purchase from our online store you may also return your purchase for a product refund within 30 days of its original purchase. In this case, please contact our Unlimited Lifetime Customer Care to obtain a return merchandise authorization (RMA) and to process your return as previously indicated. Once your return is received and inspected, we will send you an email to notify you that

we have received your returned item in the condition agreed upon. A check for a full refund will be then mailed to you promptly.