

Bluebird Product Return Policy

Your satisfaction is important to us. If for any reason you're not satisfied with our products we encourage you to contact us immediately at 1-509-996-3526 between the hours of 9am and 4:00pm PST or via email at info@bluebirdgrainfarms.com. Let's talk about it. We want to hear from you. Your input is critical to our success and allows us to make improvements.

Our return policy only applies to direct purchases through the Bluebird Grain Farm's online store or direct phone/mail orders. We do not offer a return policy for purchases made through a 3rd party vendor such as a grocery store.

For any damaged products or order errors made by Bluebird Grain Farms please retain all damaged goods and original packaging for processing of your refund or replacement products. Document any damages by:

1. Taking a photo of the damaged product/box and sending it to us via email to info@bluebirdgrainfarms.com Subject: Damaged Product

2. Writing a brief written statement describing what product was damaged and how it appears damaged (i.e. broken seal, smashed box) and email or call us with this description. Damages often occur during transit and Bluebird often has to document damages to the appropriate shipping carrier.

Please contact us within 10 days of the delivery date (this is documented on all UPS or USPS tracking numbers) at info@bluebirdgrainfarms.com / 509-996-3526. Please supply your invoice number in any communications. Notifications after the 10-day grace period will be evaluated for a refund on a case by case basis. Issues and returns requested after 20 days of the delivery date no longer qualify for a refund.

Please DO NOT return any food product without contacting us first for specific information regarding the return process.

Refunds & Product Replacements

Refunds and replacements are given when the error is made by Bluebird Grain Farms fulfillment or damages incurred during shipping.

No refund or exchange will be offered for:

- Change of mind.
- Products that have been opened or tampered with or are not in their original condition.
- Incorrect orders made by the purchaser.
- Incorrect addresses input by the purchaser.
- Items without a receipt.
- Items that have already been consumed.

Shipping Accuracy Check your addresses carefully! Our delivery guarantee extends only to correctly addressed orders. We cannot guarantee the condition of the package if the delivery service has to reroute. We guarantee delivery only to the provided address confirmed on the order acknowledgement.

Late or missing refunds (if applicable)

If you haven't received a refund after five (5) days, we ask that you first check with your bank or Credit Card Company as it may take some time before your refund is officially posted. There is often some processing time before a refund is posted. If you've done this and you still have not received your refund yet, please contact us at info@bluebirdgrainfarms.com / 509-996-3526.

Gift Returns

If the damaged item was a gift box that was purchased and shipped directly to you, you'll receive a gift credit for the value of your return. Once the returned item is received, a gift credit will be applied to your account. If the gift was shipped to a separate address, a credit will be given for any damaged or misplaced products to the intended recipient.

Shipping Products Back to Bluebird

Products should only be shipped to us if you have been instructed to do so, by our Customer Service Representative. For returns made by our error, Bluebird will supply you with a return label per your request. If a customer is returning an item at will or to exchange an item that was mis-ordered you will be responsible for paying your own shipping costs for returning your item(s) or re-sending another item.

Shipping costs are non-refundable. If you are shipping an item back to Bluebird over \$75, you should consider using a trackable shipping service or purchasing shipping insurance. We don't guarantee that we will receive your returned item.