



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 9:00am 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. We will do our best to work with our customers, within reason.

Our return policy only applies to direct purchases through the Bluebird Grain Farms 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.

Damaged Products & Order Errors:

For any damaged products or order errors:

1. **Please retain all damaged goods and original packaging for processing of your refund or replacement products.** Document any damages by:
 - Taking a photo of the damaged product/box and sending it to us via email to info@bluebirdgrainfarms.com **Subject: Damaged Product or Call the office and we will supply you a phone number to text the photo to: 509-996-3526**
 - Write 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 in order to get reimbursed by the carrier.
2. **Please contact us within 5 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 5-day grace period will be evaluated for a refund on a case by case basis. Issues and returns requested after 15 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 photographed documented damages incurred during shipping. **Please follow the Damaged Product and Order Error guidelines above.**

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.
- Items arrive with tracking confirmation by carrier and no damages or errors are reported within 15 days.
- Items that are “deemed” stolen, when tracking number is confirmed as “delivered.”

UPS Expedited Shipping Services

Bluebird offers UPS 3 Day Select® Guaranteed delivery within three **business days**. Service is available to the 48 contiguous US states.

Please note, we are located in an extremely rural area. This can affect delivery timeframes and weather can also cause delivery delays beyond Bluebird Grain Farms control.

Missing or lost Packages

If your package never arrives:

1. Track your package. All Bluebird orders receiving a tracking confirmation email.
2. If an error occurs tracking a package please alert Bluebird Grain Farms at info@bluebirdgrainfarms.com and we will file a missing package report. This may take up to 30 days for a claim to be evaluated, we ask for your patience.
3. If the carrier denies the claim Bluebird Grain Farms will reimburse you for the lost package as long as there is NO confirmation of delivery. This can take 30 to 40 days to resolve.

If you receive a delivery confirmation number but your package never arrives, we recommend that you

1. Alert us right away and we will support you in trying to problem solve the issue with your carrier.
2. File a formal “stolen package” report with your local law enforcement agency.
3. Request reimbursement through your local carrier.

Bluebird Grain Farms does not take responsibility for stolen packages that have been confirmed “as delivered” through their tracking numbers.

Theft

If theft is a concern in your area, we highly recommend purchasing insurance for your items prior to shipment. Bluebird Grain Farms is not responsible for your package once it has been deemed as delivered.

Shipping Accuracy Check your addresses carefully! Our delivery guarantee extends only to correctly addressed orders. We are not responsible for your package once the shipment has been deemed “delivered” by the carriers tracking number.

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.

Bluebird Grain Farms does not accept returns on T-shirt orders.