

# LIFEFACTORY WARRANTY

We hope that you are completely satisfied with your Lifefactory products. This return and exchange policy applies only to purchases made on the lifefactory.com site. If you purchased a Lifefactory product at a retail store or from another online site and are interested in returning that product, please contact the original store or site directly.

If for some reason you are not satisfied with a product you purchased from lifefactory.com, you can return it in unused and new condition within 30 days of the purchase date for a credit, exchange or refund. We do not credit or refund shipping charges. After 30 days, we will not accept returns for any reason other than manufacturer defect. If you need to return or exchange a product please call us at 415-729-9820.

We do not accept returns of used products (unless they are somehow defective). Bottles that are damaged due to human miscue and gravity (e.g., dropped and broken) are not considered defective and are not eligible for refund or exchange. We do sell replacement glass for all sizes of our bottles.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.