

Manufacturer's Warranty

Cozy Products Manufacturer's Warranty

We will correct our shipping or packing errors & replace damaged or defective merchandise at no charge if informed **within 30 days**.

All electronic products are covered under our manufacturer's warranty against defects in materials & workmanship for a period of **six months** from the shipping date. At its option, Cozy Products will either replace or repair the defective unit. Please [contact Customer Service](#) for help with any of the items.

Cozy Products Return Policy

Returns are accepted at Cozy Products' discretion according to our Manufacturer's Warranty AND the following conditions:

- **In all cases and for all returns for any reason, please [contact Customer Service](#) to obtain an RGA** (Returned Goods Authorization). Otherwise, your return may be delayed or rejected.
- Product must be returned in clean, saleable condition at purchaser's expense.
- Returning goods are shipped at purchaser's risk. For your protection, please insure your package & use a trackable shipping service.
- Invoice Packing List or Receipt **MUST** be included in package.
- Pack unit securely & clearly write RGA# with shipping address.
- RGA# should be included on package & enclosed paperwork.

NO RETURNS ACCEPTED WITHOUT PRIOR AUTHORIZATION.

Cozy Products
Division of Bird-X, Inc.

Contact Information

Cozy Products

Division of Bird-X, Inc.
300 N Oakley Blvd.
Chicago, IL 60612
Phone: 800.662.5021
International customers, call +1 312.226.2473
Fax: 312.226.2480

Customer Service Hours

Monday through Friday
8am–5pm CST